



TRACSMAIL USER GUIDE

General information for
Owners, Agents, State Housing Finance Agencies
Transmitting HUD-50059 Data Electronically

Version 1.1
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Chapter 1: TRACSMAIL - An Introduction

A. What is TRACSMAIL?

The TRACSMAIL E-mail Solution has been developed to replace the SprintMail system, which was discontinued as of 03/31/01. TRACSMAIL has been built on iPlanet Messaging Server and associated applications. It allows for information to flow between all clients (e.g. Owner to Contract Administrator or Owner to HUD) and HUD. The servers will be using IMAP4 (Internet Message Access Protocol) that allows users to store their messages on the server. Therefore, the client software will need to comply with Internet E-mail Standards, SMTP (**RFC 821**) and IMAP4 (**RFC 2060**).

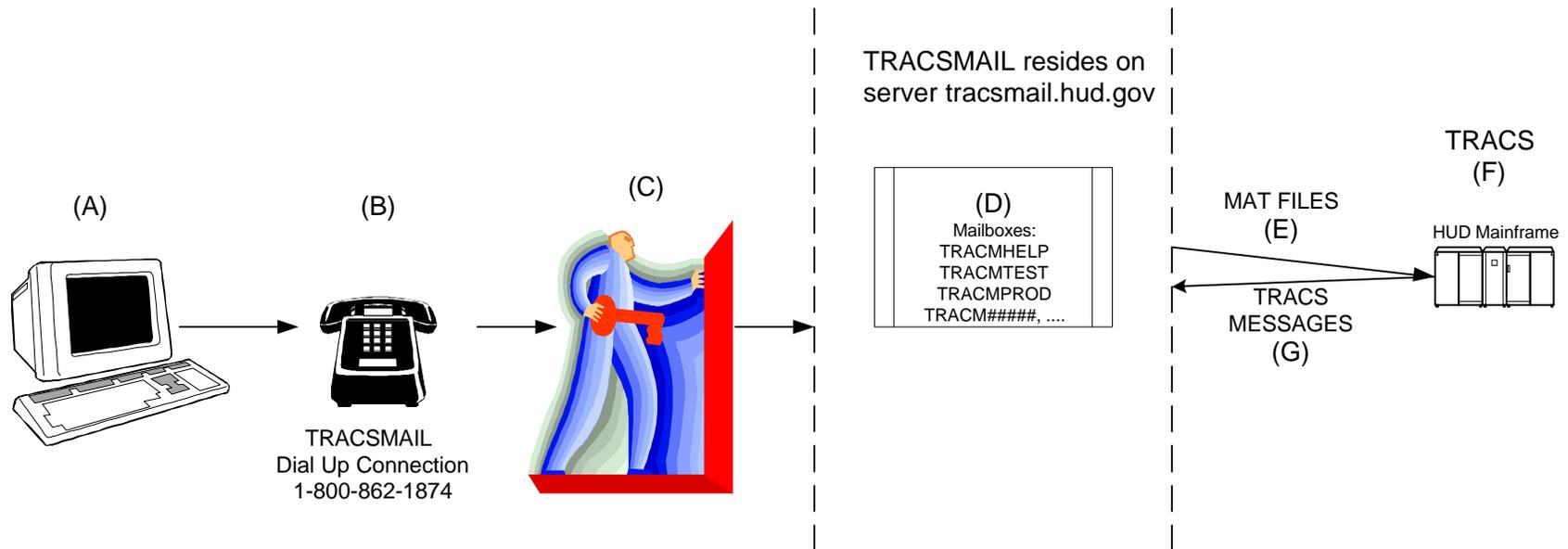
The IMAP protocol was chosen over POP3 (what most ISPs provide) to allow the client's emails to be maintained on the server, and therefore accessed from many computers rather than only one. This means that if you have 3 properties you can send and receive for all sites with the same account.

TRACSMAIL will provide for a modem speed capacity of 56K, with a total of 138 incoming lines, spread over two remote access servers (RAS). The RAS servers will auto-negotiate the connection speed, based on the speed of the client modem and the condition of the connection (noisy connections decrease the possible transmission speed).

To maintain the performance of the server, the following e-mail purge cycles have been implemented. E-mails that have been read will be deleted after 30 days. Should you want to keep a message for an extended period of time, we recommend that you save it locally on your computer.

Please take note that even though there are a variety of email clients and vendor software that can interface with TRACSMail, this document is limited to providing instructions and illustrations specific to using TRACSMail with Netscape and Outlook. If you are using vendor software with TRACSMail you must obtain instructions and help desk support from your vendor.

The diagram on the following page provides a graphic description of TRACSMail Process Flow.



- (A) HUD business partners must electronically submit voucher and tenant MAT files to HUD through TRACSMail. Users must select software that is compatible interfacing with TRACSMail such as Netscape, Outlook Express, or vendor supplied software
- (B) Connection to TRACSMail is accomplished only through a telephone dial up connection.
- (C) To access TRACSMail you must have a valid TRACSMail ID and password. Instructions on how to obtain a TRACSMail ID are provided in chapter 1 of the TRACSMail User Guide. TRACM##### is a unique mailbox address assigned to each TRACSMail user. Your TRACM##### ID and password combination allows you to send and retrieve messages in TRACSMail.
- (D) TRACMPROD is the mailbox to which users send MAT files to production. TRACMTEST is the mailbox to which users send MAT files to the test/vendor region. TRACMHELP is the mailbox to which users may send questions to the TRACS team. Users who transmit their files to a CA must address their files to their CA's mailbox address. CA's then transmit their files to TRACMPROD.
- (E) MAT files addressed to TRACMPROD are used as input to the TRACS batch production cycle. MAT files addressed to TRACMTEST are used as input to the TRACS batch test/vendor cycle.
- (F) The TRACS production cycle is run each night Monday through Friday on the HUD mainframe. A test/vendor cycle is run during the day Monday through Friday as needed.
- (G) The messages output from each TRACS batch cycle are sent to the appropriate TRACM##### mailboxes. Instructions on how to view TRACS messages through Netscape are provided in chapter 6 of the TRACSMail User Guide. For instructions on how to view TRACS message in vendor software see the instructions provided by your software vendor. For an explanation of the various TRACS messages see the current version of MAT User Guide located at web site <http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm>.

B. Recommended Hardware and Software Standards

Operating Systems:

The new e-mail solution requires dial-up networking and PPP capabilities. All major Operating Systems have Dial-up networking and PPP capabilities. They are as follows:

- Windows 95/98/ME/NT/2000
- Most versions of Linux
- Unix
- Macintosh

Minimum Hardware Standards:

- Pentium Processor
- 32 MB RAM
- 2 Gigabyte Hard drive
- Modem

NOTE: These specifications are for a single workstation computer.

C. E-mail Client Recommendations:

NOTE: Although there are several e-mail clients that can interface with TRACSMail, Netscape Messenger/Communicator is the recommended e-mail client. It is free and operates on almost all operating system platforms. If you select to use vendor software then you must contact your vendor technical support both for instructions and assistance in using their software.

E-mail Clients that are not IMAP4 enabled are not recommended. However if necessary they can be used via SMTP. Perl as well as SMTP commands can be used to script or automate the e-mail process. Please see the chart on the following page for a summary of the major E-mail Clients available.

E-mail Client Settings:

E-mail Address: Tracm#####@tracsmail.hud.gov
Mail Server name (incoming and outgoing): tracsmail.hud.gov
News (NNTP) Server: NONE

Dial-up Networking Settings:

Phone Number: 1-800-862-1874
Dial-up Server Type: PPP; Windows NT, Windows 95 Plus, Internet
Network Protocols: TCP/IP, IP information will be provided via DHCP

E-mail Client Comparison Table:

E-mail Client	Manufacturer	Cost	Programming Languages	Internet Standards Enabled	Platforms
Netscape Messenger and Communicator	Netscape	Free	Java, API plug-ins	SMTP, POP3, IMAP4	Unix, Linux, MacIntosh, Windows 3.x/95/98/ME/2000/NT
Outlook 98/2000	Microsoft	\$109.00	Visual Basic	SMTP, POP3, IMAP4 , MAPI	Windows 98/ME/2000/NT
Outlook Express	Microsoft	Free with IE 5.5	Visual Basic	SMTP, POP3, IMAP4 , LDAP, HTML	Windows 95/98/ME, Windows NT/2000, Windows 3.x, Unix
Eudora	Qualcomm	\$39.95	EMS API plug-ins	SMTP, POP3, IMAP4	Windows 3.x/95/98/ME, Windows NT/2000, Macintosh
Pegasus 3.12c	David Harris	Free	API plug-ins	SMTP, IMAP4 , POP3	Windows 95/98/ME, Windows NT/2000, Windows 3.x, Macintosh
Sendmail	UNIX platform	Free	C	SMTP	UNIX, not recommended
Althea	Ethan Sommer	Free	Perl	IMAP4	IMAP GUI solution for X Windows (Unix, Linux)

This chart compares the commercial e-mail client's capabilities, and cost. The iPlanet Messaging Server will be IMAP4, therefore if planning on using a commercial client, please make sure that it is capable of supporting **IMAP4**.

Althea - <http://althea.sourceforge.net/#download>

Eudora - <http://www.eudora.com/>

Outlook 2000 - <http://www.microsoft.com/office/outlook/>

Outlook Express - <http://www.microsoft.com/windows/oe/>

Pegasus - <http://www.pmail.com/>

Sendmail – <http://www.sendmail.org>, <http://www.sendmail.net>, <http://www.sendmail.com>

NOTE: Although you may select to use any of the above listed e-mail products, the TRACS Hotline is limited to providing technical support only for Netscape and Outlook products. You will have to seek technical support for the other products from that particular company.

D. Before you Begin

NOTE: This TRACSMail User Guide consists of instructions and illustrations that were designed with users of Netscape and Outlook software products in mind. If you use any other software products you will need to consult with their representatives for instructions and guidance on the use of their software.

To begin using TRACSMail you must have the following information:

- ✓ Your computer meets the minimum hardware and software requirements specified in Section C.
- ✓ If you already use an e-mail client and you want to continue to use it, verify that it is IMAP4 compliant (see Section C or your software vendor's information).
- ✓ Your TRACSMail ID and password

To obtain a TRACSMail ID and password you must complete and submit the TRACSMail ID Request form. You may obtain a TRACSMail ID Request form any one of four possible ways:

1. Download the TRACSMail ID Request form from the HUD TRACS Document web page at <http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm>.
2. Call in your request to the TRACS Hotline at 800-767-7588 and they will fax the form to you.
3. Email your request to the TRACS Hotline at tracshot@hud.gov and they will email the form to you.
4. Fax your request to the TRACS Hotline at 202-401-7984 and they will fax the form to you.

Complete and send the form back to the fax number indicated on the form. The TRACS Hotline will send you notification of your TRACSMail ID and password either by fax or email. A copy of the TRACSMail ID Request form is provided in the Appendix.

The format of your TRACSMail ID is "tracm" followed by 5 digits (e.g. tracm12345). A TRACSMail address consists of a TRACSMail ID plus the TRACSMail domain name of tracsmail.hud.gov (e.g. TRACM12345@TRACSMAIL.HUD.GOV).

E. MAT File Information

Submitting data to TRACS

HUD business partners are required to submit their tenant and voucher records to TRACS each month electronically in the format documented in the Monthly Activity Transmission (MAT) User's Guide. As previously stated, TRACSMail has replaced SprintMail as the E-mail Solution for the electronic submission of MAT data to HUD's TRACS system. Your attached MAT files must conform to the following: a) MAT files must be ASCII text files with an extension of .txt, and b) MAT files should not be submitted as zipped files. You must attach your MAT files to a TRACSMail message and send the message to the appropriate TRACSMail address. If you are required to send your files to a Contract Administrator (CA) then your CA will provide you with their TRACSMail address to which you will send your files. Your CA will then submit the files to HUD for you. If you send your files directly to HUD then you must address them to one of the following TRACSMail addresses.

Below is an example of a TRACS message that is returned to a users' TRACSMail inbox after the TRACS nightly batch processing.

Posted: Tue, 06 Aug 2002 05:07:56 -0400 (EDT)
From: TRACMPROD
To: TRACM98765
Subj: TRACS Response Messages and/or Errors

TRACM98765

HUD CFS TRACS DATA 020806 453118

@*@ TRACM98765TRACM98765 2.0.1.B
OA Defined Data :
OA Software Vendor :
OA Software Release/Version :
CA Software Vendor :
CA Software Release/Version :
Agency Defined Data :
Project Name : SPRING HILL APARTMENTS
Project No. : 04544002
Contract No. : XX15M000018
Unit No. : 11-407
SSN : 987654321
Name : TERRY, TARA
Tenant No. :
Effective Date 2001-08-01
Informational : TA001
TENANT TERMINATED FOR FAILURE TO RECERTIFY ON TIME.
CERTIFICATION EXPIRED: 000000020020501
HQ TERMINATION DATE: 000000020020805
.
.
Y

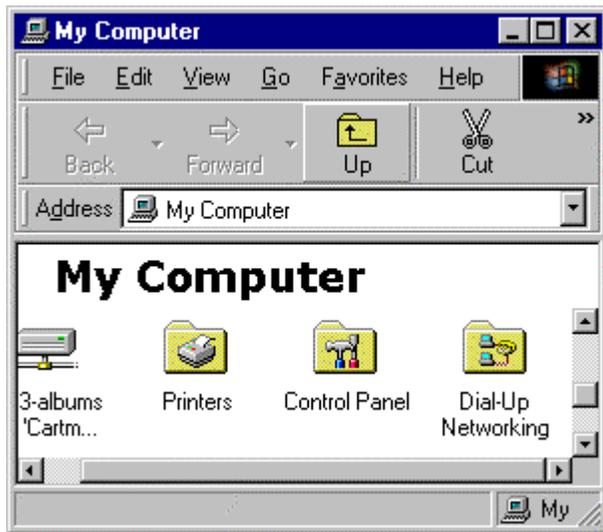
Chapter 2:

Dial-up Networking Setup

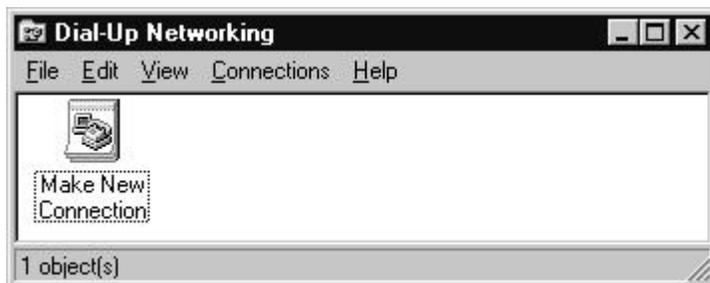
TRACSMAIL Dial-up Networking Setup

Dial-up Networking is included in Windows 95, 98, NT, Me, and 2000 installations. This document will demonstrate how to setup Dial-up Networking for TRACSMAIL.

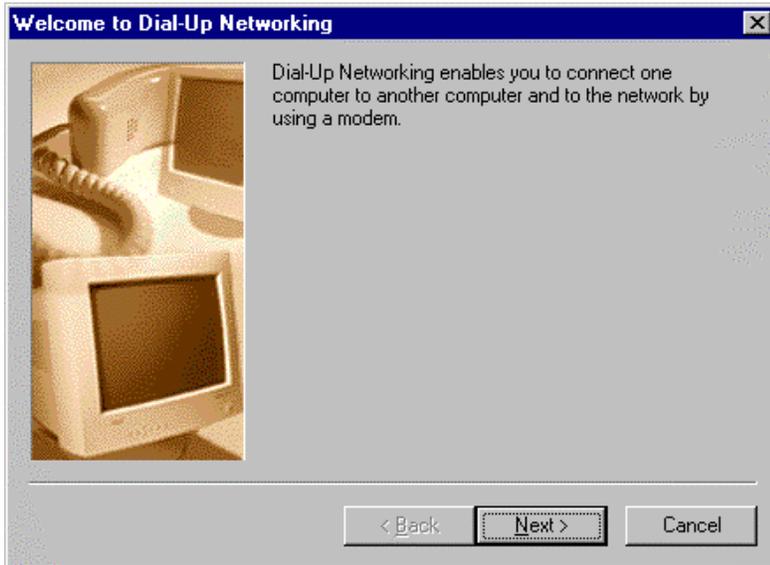
- ❑ Open My Computer to find the Dial-up Networking Icon – you may have to scroll down or over to find it. Double Click on the Dial-up Networking Icon.



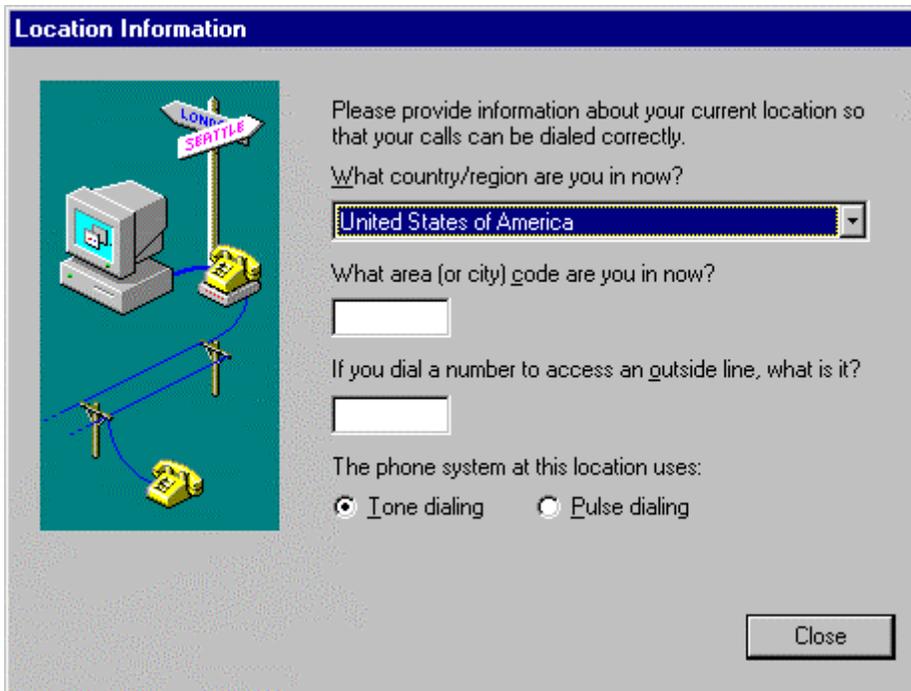
- ❑ Depending on the Windows version and type of installation, a window identical or similar to the one shown below will appear. In this window will be the “Make a New Connection” icon that allows you to create a new dial-up connection profile. Double-click on this icon to proceed to the next step.



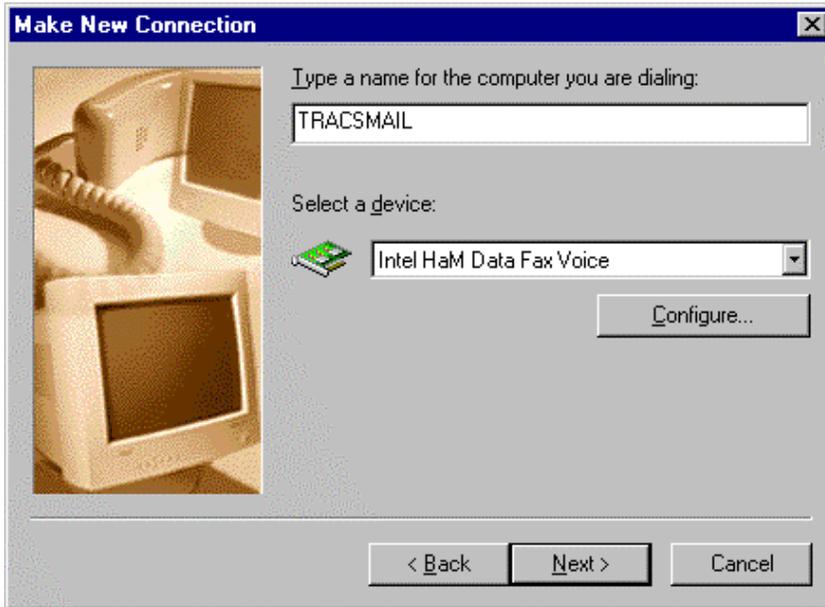
❑ If this is the first time Dial-up networking has been used this window will appear. To continue click next.



❑ The following window also appears the first time Dial-up Networking is used. Enter your local area code and the outside line access number (if necessary). Make sure Tone Dialing is selected, then click close.



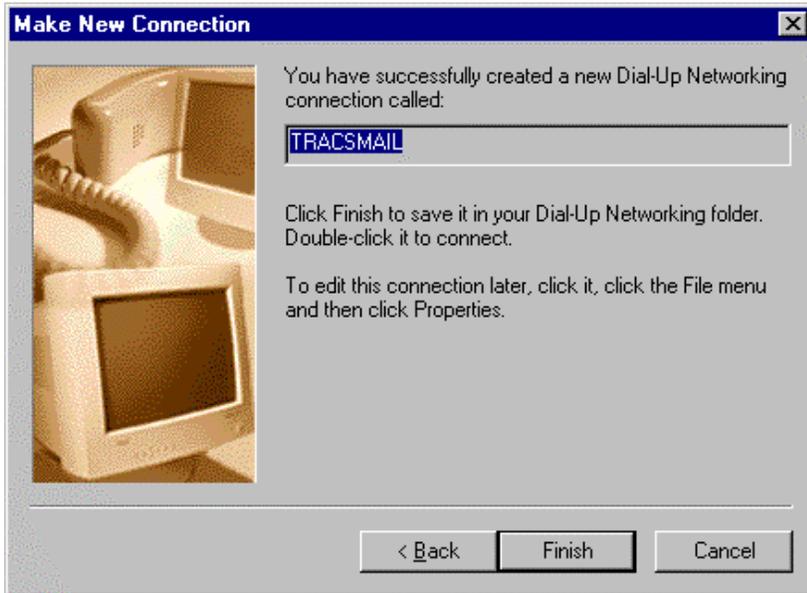
- ❑ Replace “My Connection” with “TRACSMAIL” as shown in the “Make New Connection” window shown below. Click Next to continue.



- ❑ Enter 800 for the area code and 862-1874 for the telephone number. Make sure that the Country selected is United States, then click Next.



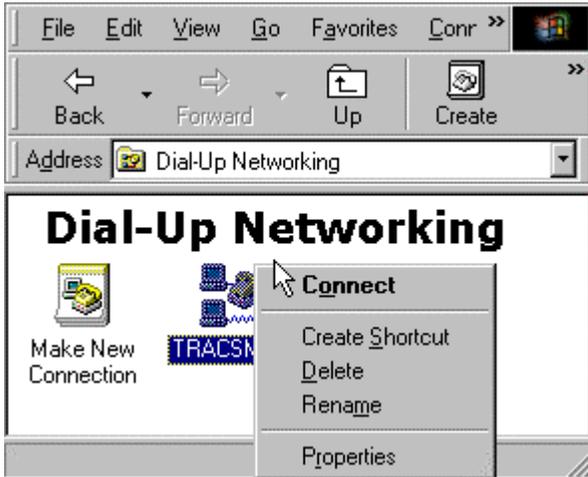
☐ When the following window appears, the TRACSMail dial-up profile has been created. Click Finish to continue.



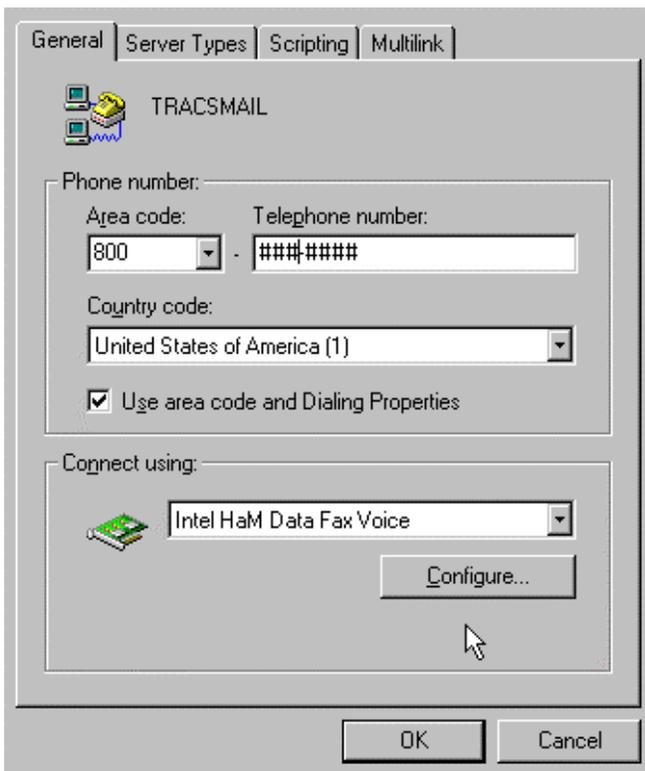
☐ The new TRACSMail dial-up profile (or connection) should now be seen in the Dial-up Networking window.



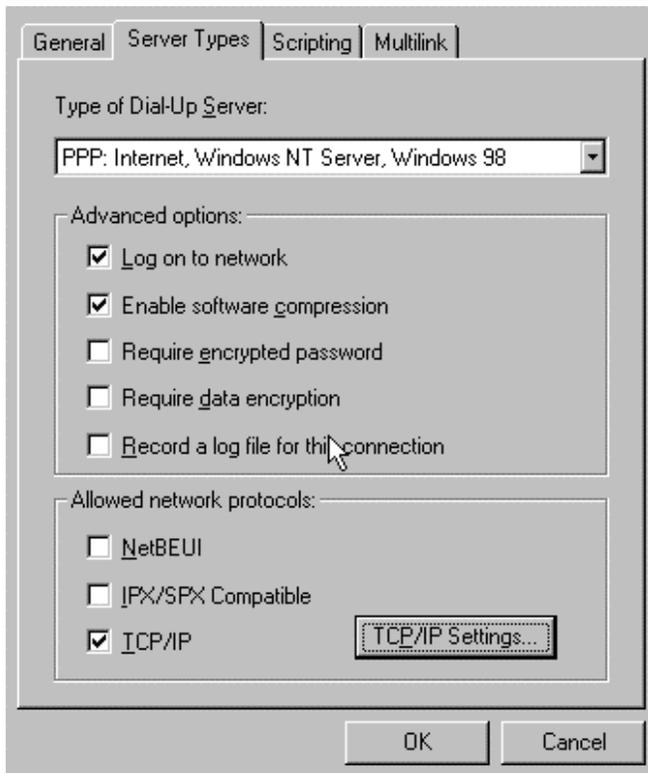
❑ Next, **RIGHT**-click on the TRACSMAIL connection icon. This will cause a menu to pop-up. **LEFT**-click on the Properties item on the menu.



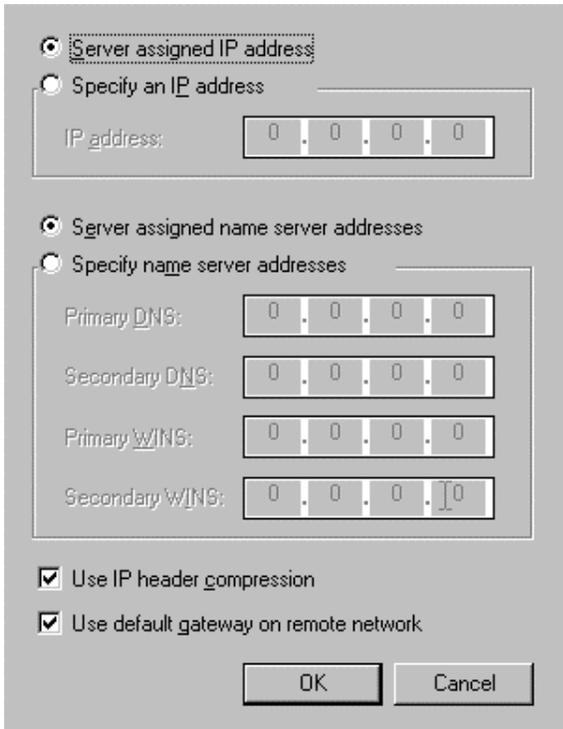
❑ This window will appear after selecting Properties from the previous step. This window does not need to be modified. Click on the Server Types Tab. Continue to the next step.



- ❑ Make sure that the type of Dial-up Server specified is “PPP: Internet, Windows NT Server, Windows 98”.
 - Under advanced options:
 - Click on “Log on to network” and “Enable Software Compression”. NONE of the other boxes should be selected.
 - Under Allowed network Protocols only TCP/IP should be selected. Deselect all others.
 - Click on TCP/IP Settings. Proceed to the next step.

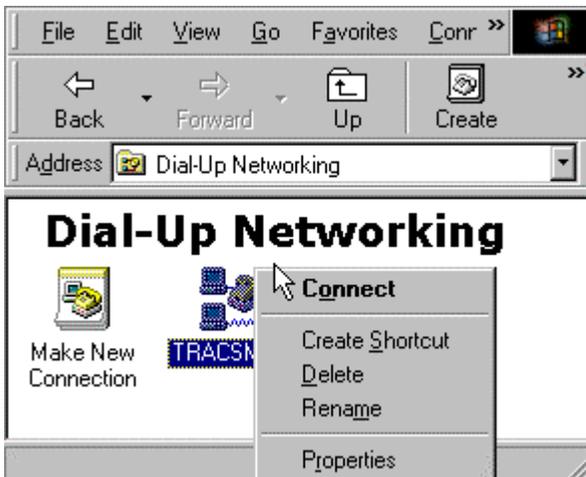


❑ In TCP/IP Settings verify that “Server assigned IP address” and “Server assigned name server addresses” are selected. Also verify that Use IP header compression and Use default gateway on remote network are checked. Click OK to close this window.



❑ Click OK to close TRACSMAIL Connection properties window.

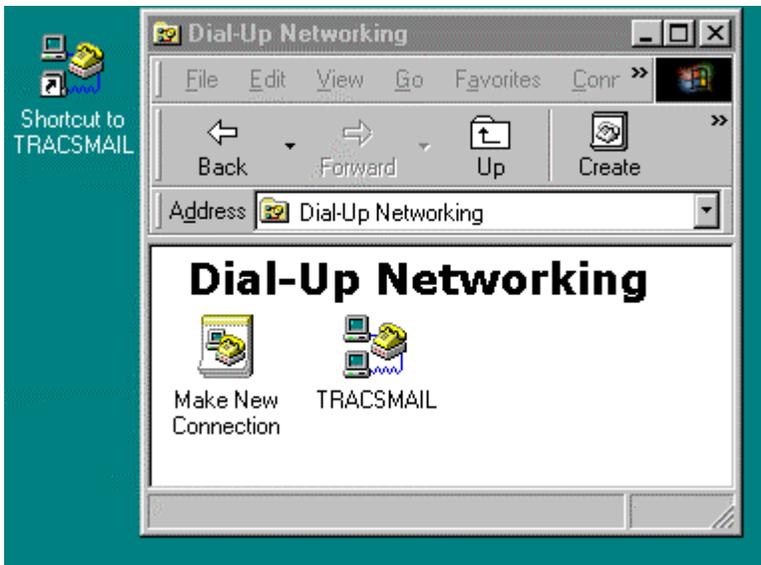
❑ The last step is to create a TRACSMAIL Dial-up shortcut on your desktop. Right click on the TRACSMAIL connection icon to access the menu shown below. Select Create Shortcut.



- ❑ A popup window will appear asking you if you want to place the shortcut on the desktop. Click Yes to continue.



- ❑ Now there is an icon on your desktop for connecting to TRACSMAIL. You can double click on this icon whenever you need to Dial-up to TRACSMAIL. You are now finished setting up Dial-up Networking for TRACSMAIL.



Chapter 3:

Netscape Communicator/Messenger Installation and Profile Setup

If you already have Netscape Communicator installed Skip to page 21 to create a Netscape Messenger Icon on your desktop and then continue to Creating a Netscape Profile.

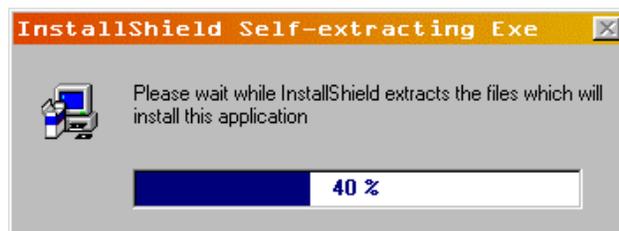
A. Netscape Communicator/Messenger Installation

- Open My Computer
- Complete one of the following:
 - Select the CD ROM drive or the downloaded file location of Netscape Communicator 4.76. (the TRACS Mail Netscape CD ROM should be in the CDROM Drive)
 - Select the folder labeled for your Operating System
 - Windows - If your Operating System is Windows 95, 98, Me, NT, or 2000 use the Windows directory.
 - Solaris - If you are using a Sun/Solaris system select Solaris.
 - Download Netscape version 4.76 from <http://www.netscape.com> for your Operating System (Windows 95/98/Me/NT/2000, Solaris, MacIntosh).

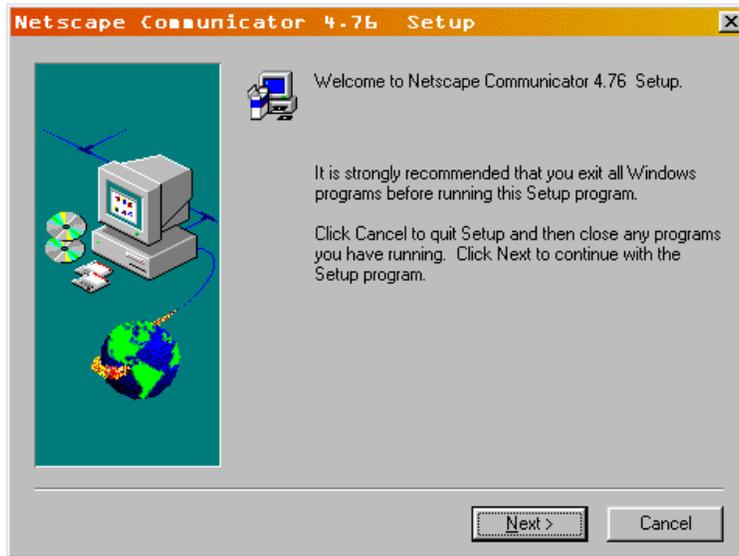
Windows Installation:

- Double click on the **cc32d476.exe** file. This will start the Installation wizard.

You will see this popup window below appear.

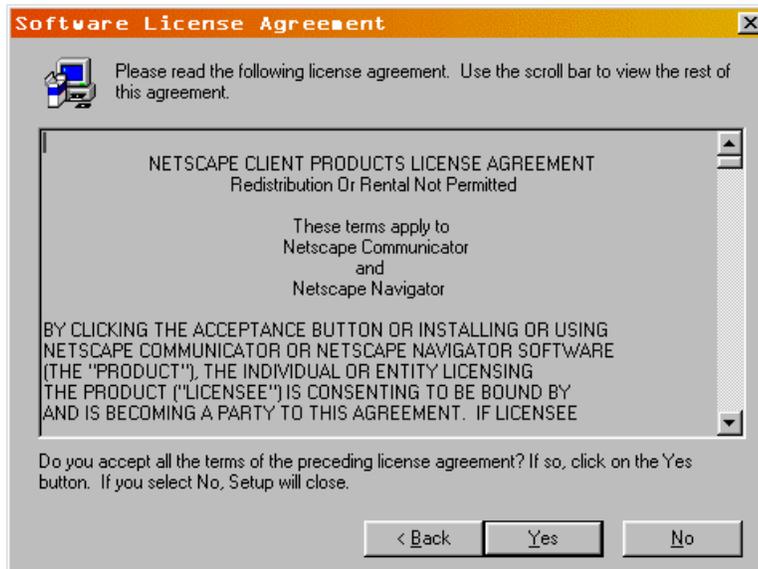


Once the installation application is extracted, the installation prompts will begin with the window below:



- Click Next to continue.

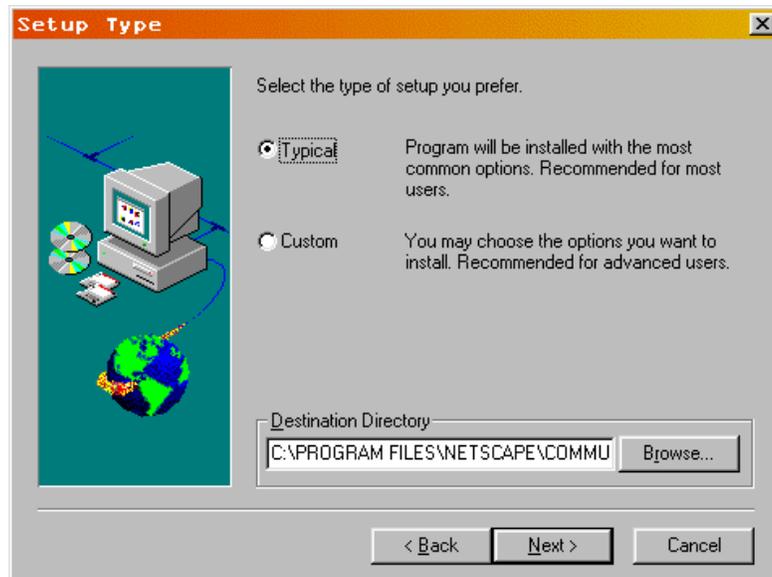
The next popup window will be the license agreement:



- Select Yes to continue.

Next you will be asked to select the type of installation you would like as well as the installation location.

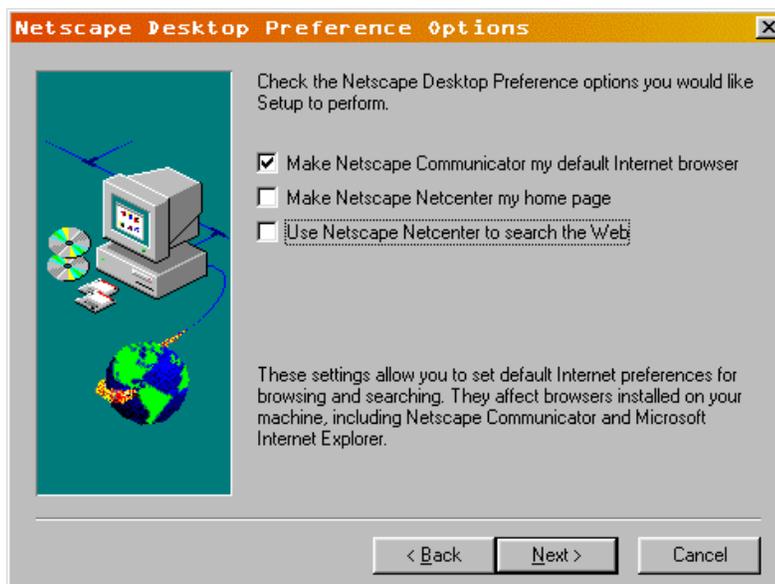
- Select Typical and unless otherwise instructed use the default destination directory.



- Select Next to continue.

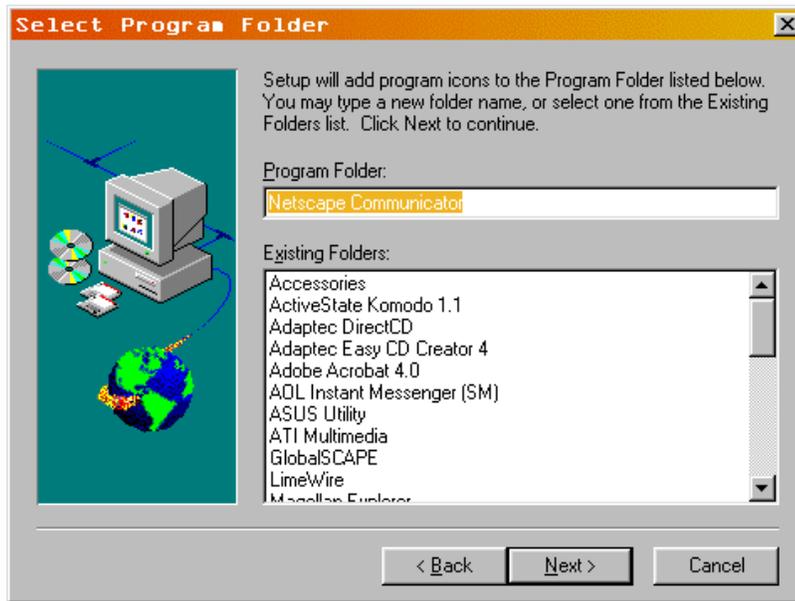
The next window prompts for Desktop/Netscape browser preferences. If you normally use a different browser deselect all of the options in this window.

- Select or Deselect your desktop preferences.



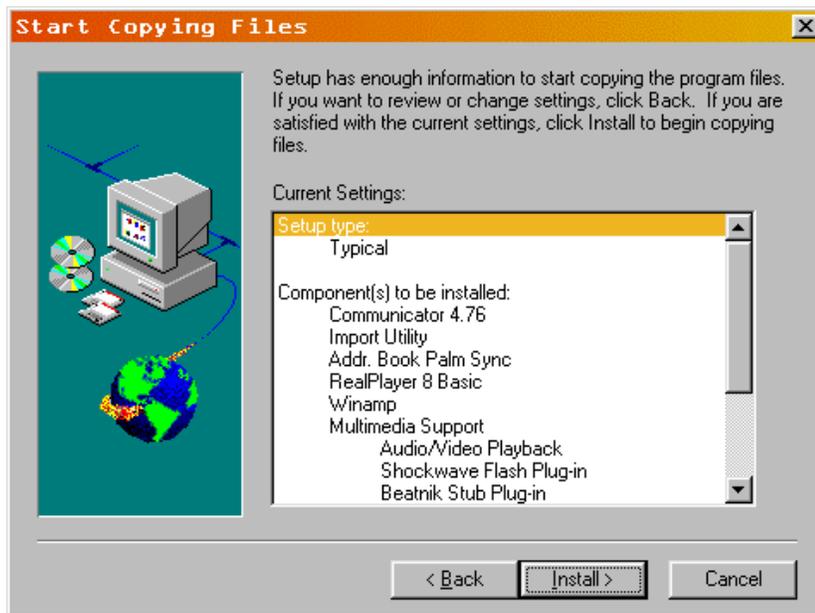
- Click next to continue.

You will then be prompted to select the Name of the Start Menu Folder. Use the default.



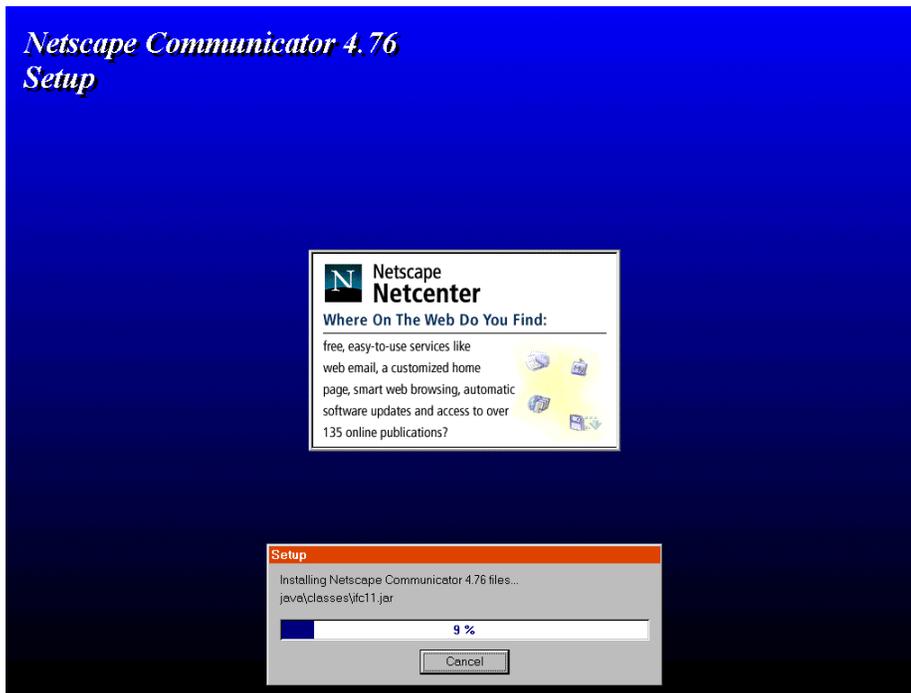
Click next to continue.

The following screen lists a summary of what is to be installed.

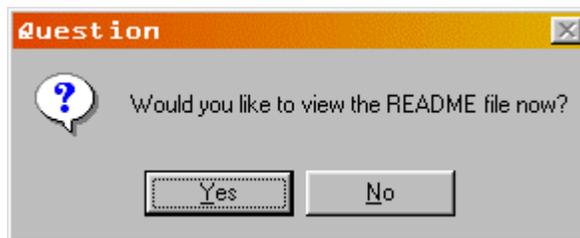


Click Install to begin the file copy and installation process.

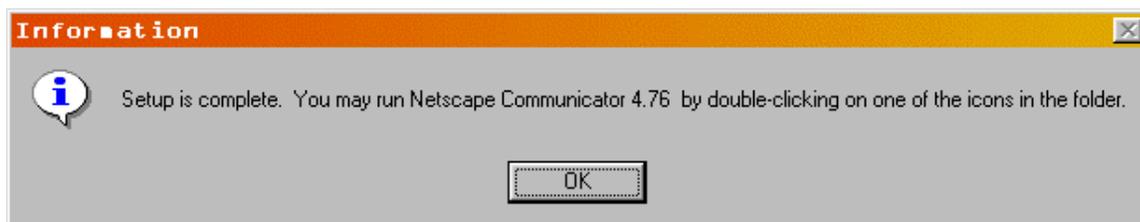
Once the installation process is running you will see the following status window and screen. You do not need to click or select anything.



When the installation file copy is complete, the following screen will appear:



- ❑ You can select Yes if you are interested in reading the README file or you can select no and complete the installation process. No matter which you select (yes or no) the following window will appear:



- ❑ Click OK to continue.

- ❑ A Window with Netscape associated application icons will appear on the desktop.



- ❑ Select the Netscape Messenger Icon



Netscape Messenger

- ❑ With the Netscape Messenger Icon highlighted, select File > Create Shortcut



- ❑ A second Netscape Messenger Icon will appear in the Netscape Communicator Window. Select the second Netscape Messenger Icon and drag it to the desktop.



- ❑ You should now have a Netscape Messenger Icon on your desktop.



You will be prompted to Restart your system. If you have files or applications open in the background do not select “Yes, I want to restart my computer now”. Select “No, I will restart my computer later” save and close all files and applications, then restart your computer.



❑ The installation process is complete, select “Yes, I want to restart my computer” and click OK.

In order to successfully receive your TRACSMail e-mail you must now create a Netscape Profile, please continue to the next page for those instructions.

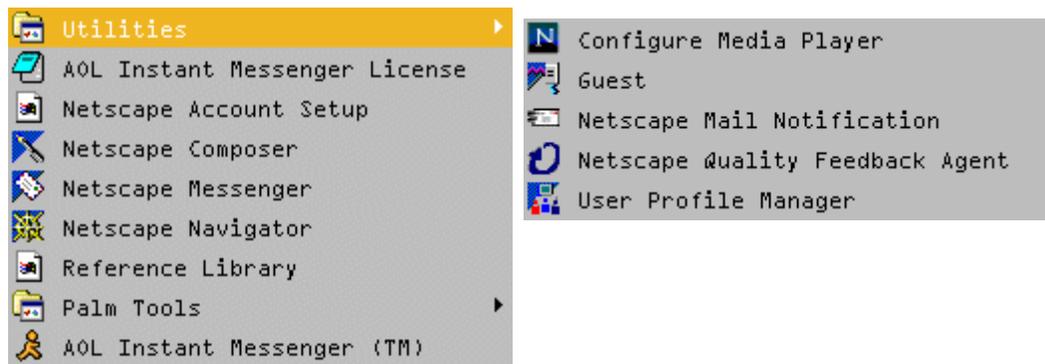
B. Creating a Netscape Profile

Netscape Communicator allows separate User Profiles. A Profile is a set of preferences specified for a certain user or situation. For example, some users may find it useful to set up two different profiles: one for regular Netscape mail received from an ISP (Internet Service Provider), and one for receiving TRACS Mail in Netscape.

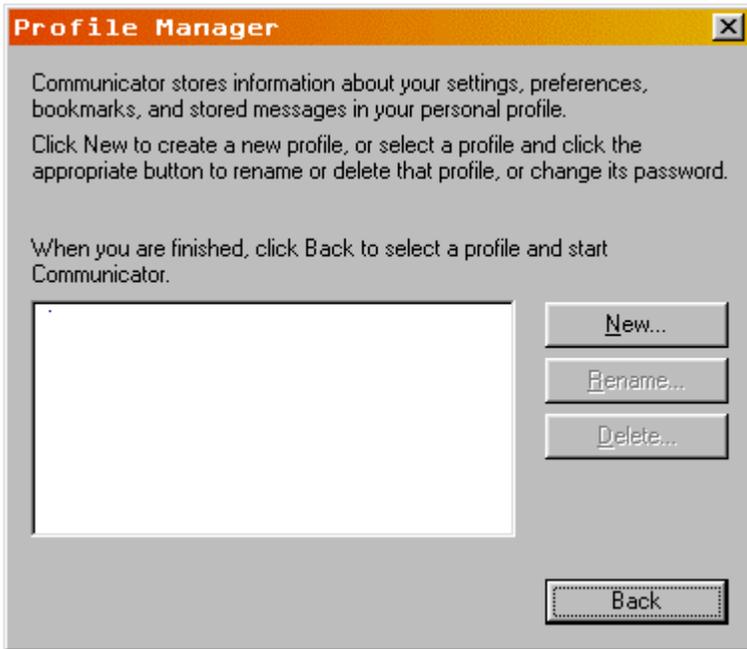
What profiles actually do is allow you to quickly choose a set of preferences depending on what you (or someone else) want to do with Netscape. In the simplest scenario, you may want to specify two profiles so that two different people with different email addresses can use the same email program.

To setup a User Profile in Windows (95/98/NT/Me):

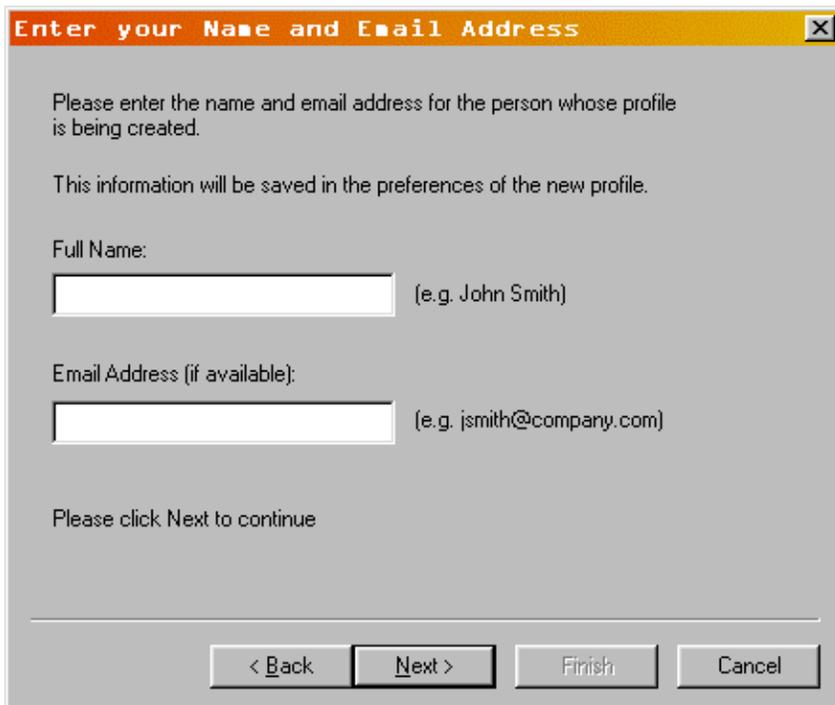
- Click on the Start menu and go to Programs, Netscape Communicator, Utilities, User Profile Manager. Click on User Profile Manager.



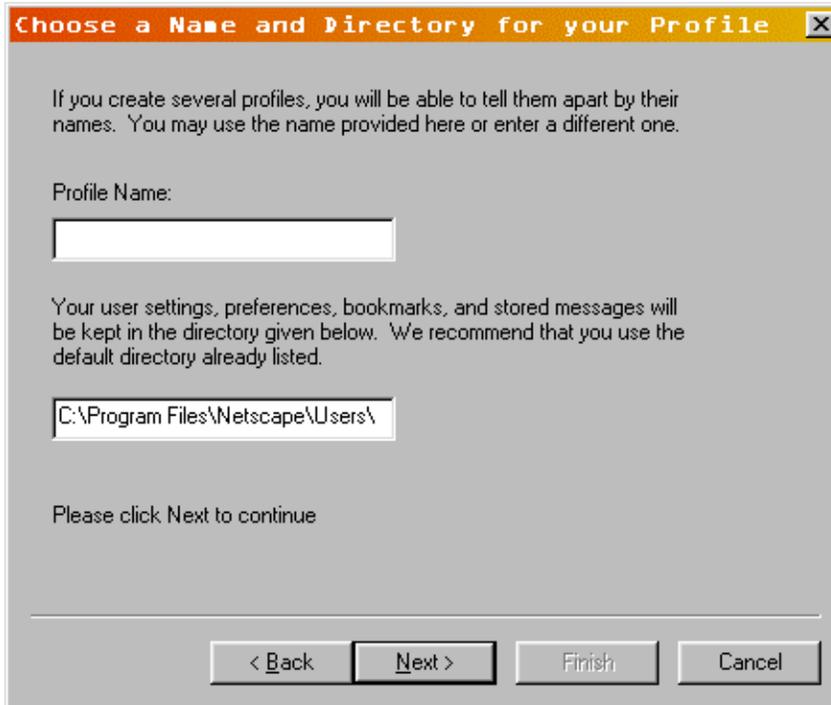
- ❑ You should now see the following screen:



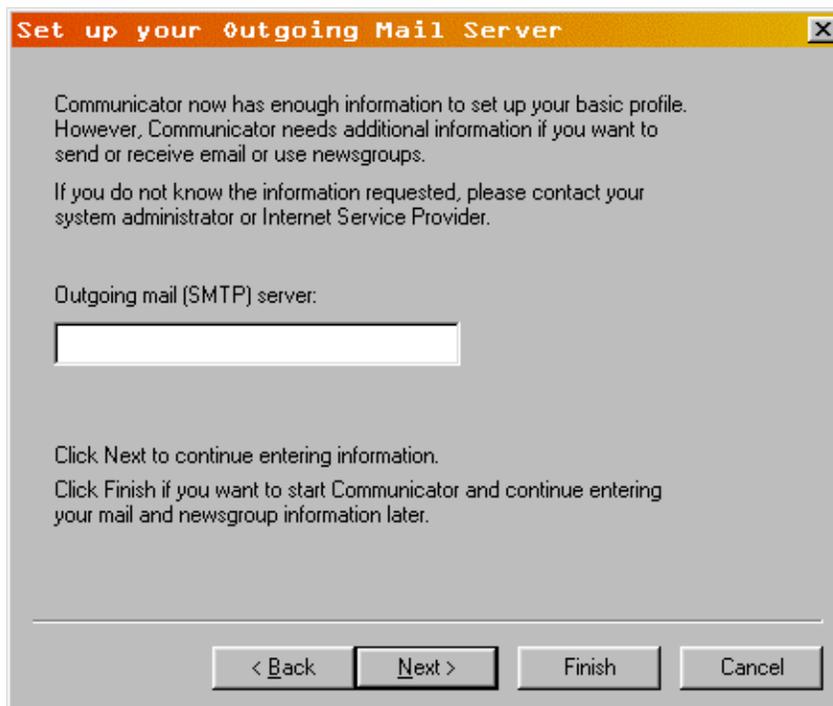
- ❑ Click on the New button to create a new User Profile.
- ❑ Enter the name you wish to associate with the TRACSMail Account and your assigned TRACSMail e-mail address (tracm#####@tracsmail.hud.gov).



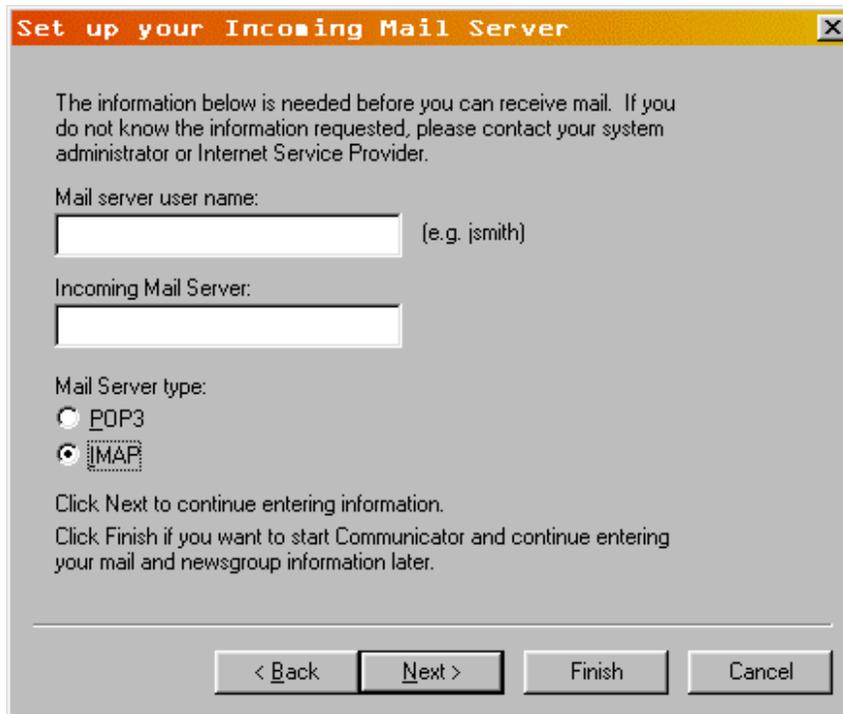
- ❑ Click Next to continue.



- Enter a meaningful name for your TRACSMail profile (e.g. TRACSMail or TRACM#####). Keep the default file location unless otherwise instructed. Click Next to continue.



- Enter **tracsmail.hud.gov** as your SMTP server. Click Next to continue.



- Enter your assigned TRACSMail ID (tracm#####) as your server user name.
- Enter **tracsmail.hud.gov** as your incoming mail server.
- Select **IMAP** as your Mail Server type. Click Finish.

You have now successfully setup a Netscape profile for viewing and modifying your TRACSMAIL Account. Each time you open the Netscape application you will now be prompted to select a profile. The window will look like this:

- Since you are not dialed-up to TRACSMAIL yet, click **Exit** and continue to Chapter 5.



Chapter 4:

Setting up your Mail Profile for Outlook 98/2000/Express

Even though Netscape is the official recommended and supported e-mail client for use with the TRACSMAIL system, the following instructions are for creating an Outlook e-mail profile. These instructions only apply if you choose use Outlook 98/2000 or Outlook Express as your TRACSMAIL e-mail client.

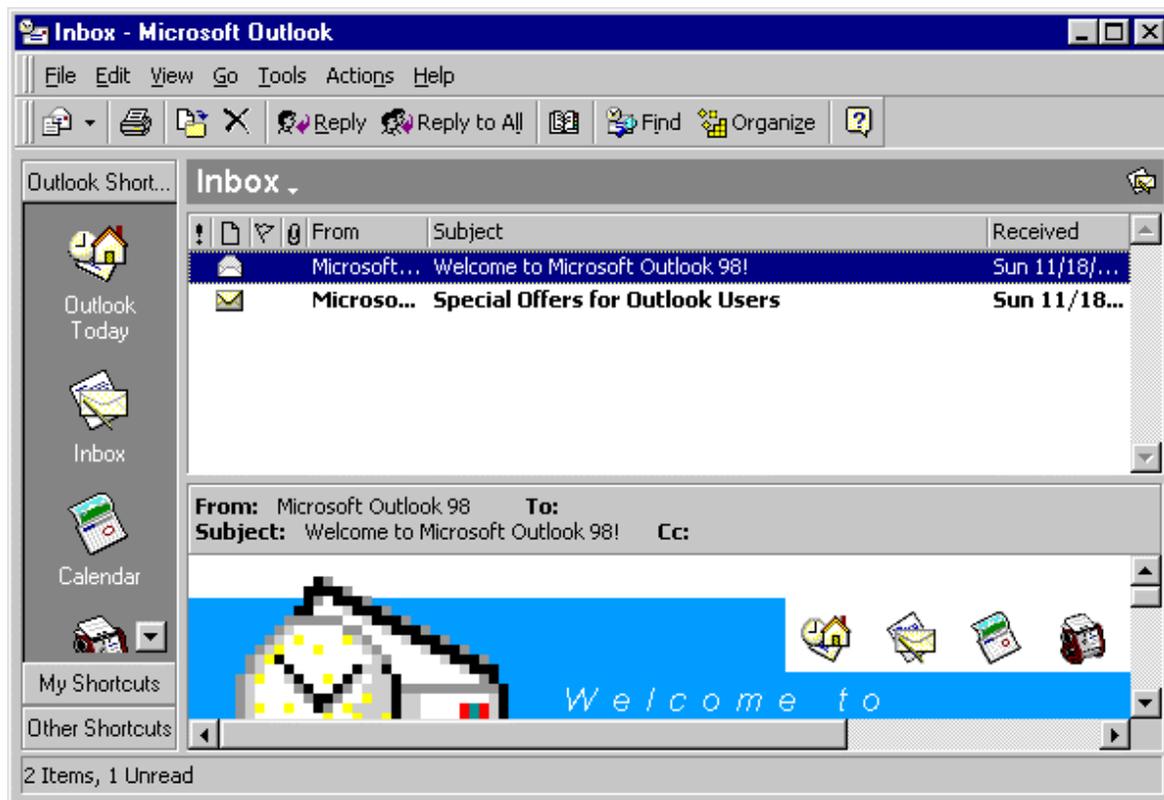
IMPORTANT NOTES:

1. If you already are using Outlook 98/2000 in a corporate workgroup for email you will not be able to also use Outlook 98/2000 for TRACSMAIL.
2. Versions of Outlook prior to 97 and Outlook Express do not support the IMAP protocol. Verify that your version of Outlook supports IMAP4.

A. Creating A Mail Profile in Outlook 98

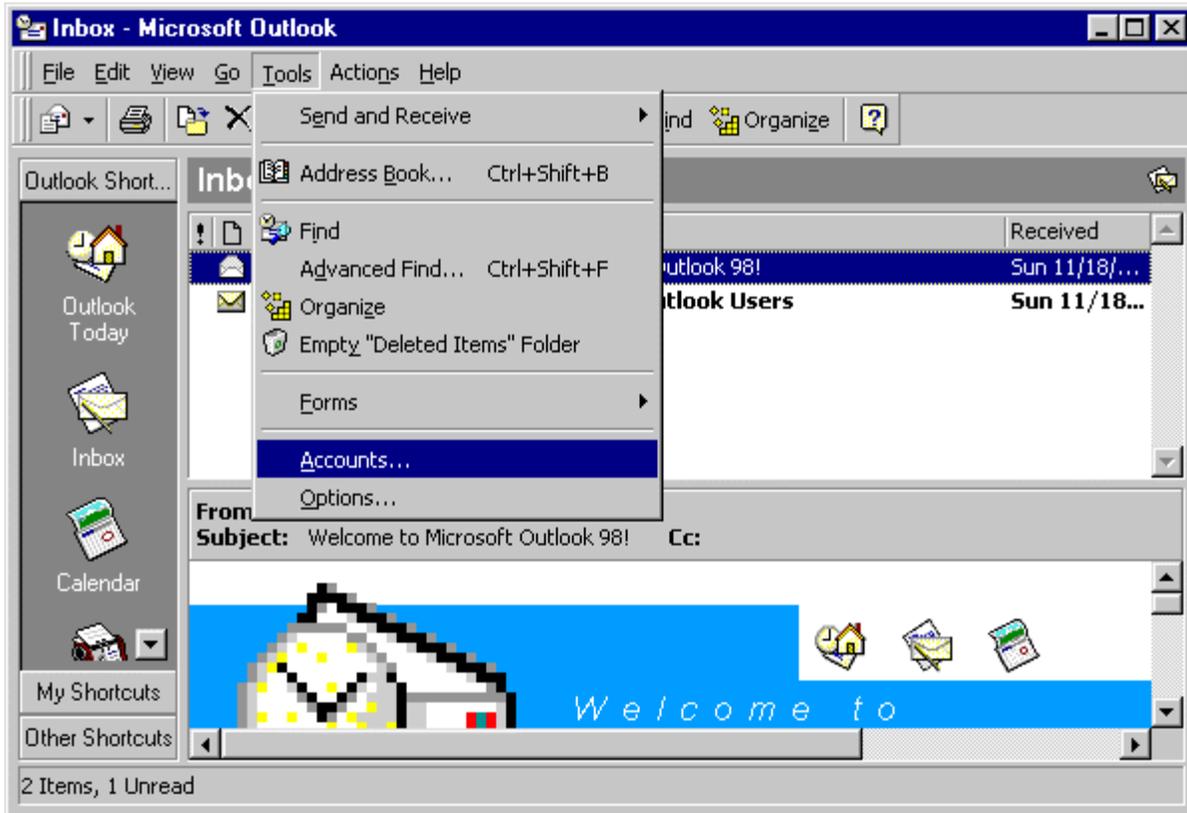
This section outlines the procedures for configuring Microsoft Outlook 98 for use in the TRACSMAIL system.

- The first step is to open Outlook 98 by double-clicking the icon on the desktop, or from the start menu. The first Outlook 98 window is shown below.

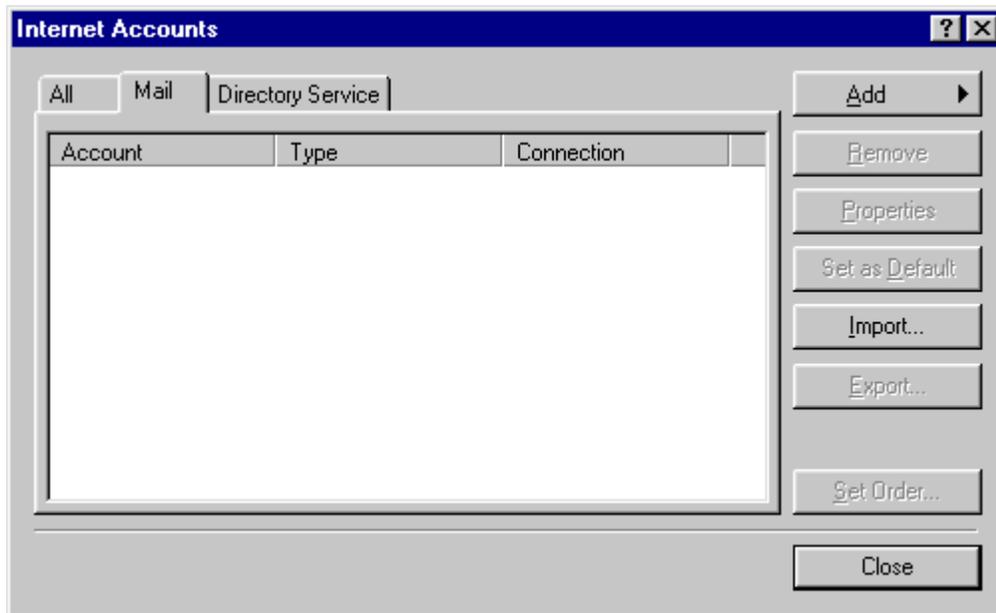


NOTE: If you have already used Outlook or Outlook Express to receive e-mail you will have a different setup process.

- To create an Outlook 98 email account profile to access the TRACSMAIL system click on: Tools, Accounts to launch the account setup process.
- When the Internet Accounts window opens, click on the Mail tab.
- This is followed by a click on the Add and Mail buttons to open the Internet Connection Wizard, which is shown on the next page.



- ❑ Click on the Add button to enter your TRACSMAIL Account settings.



- ❑ After clicking on the Add button and opening the Internet Connection Wizard, type your assigned TRACSMAIL ID in the box, and click on Next.

Internet Connection Wizard

Your Name

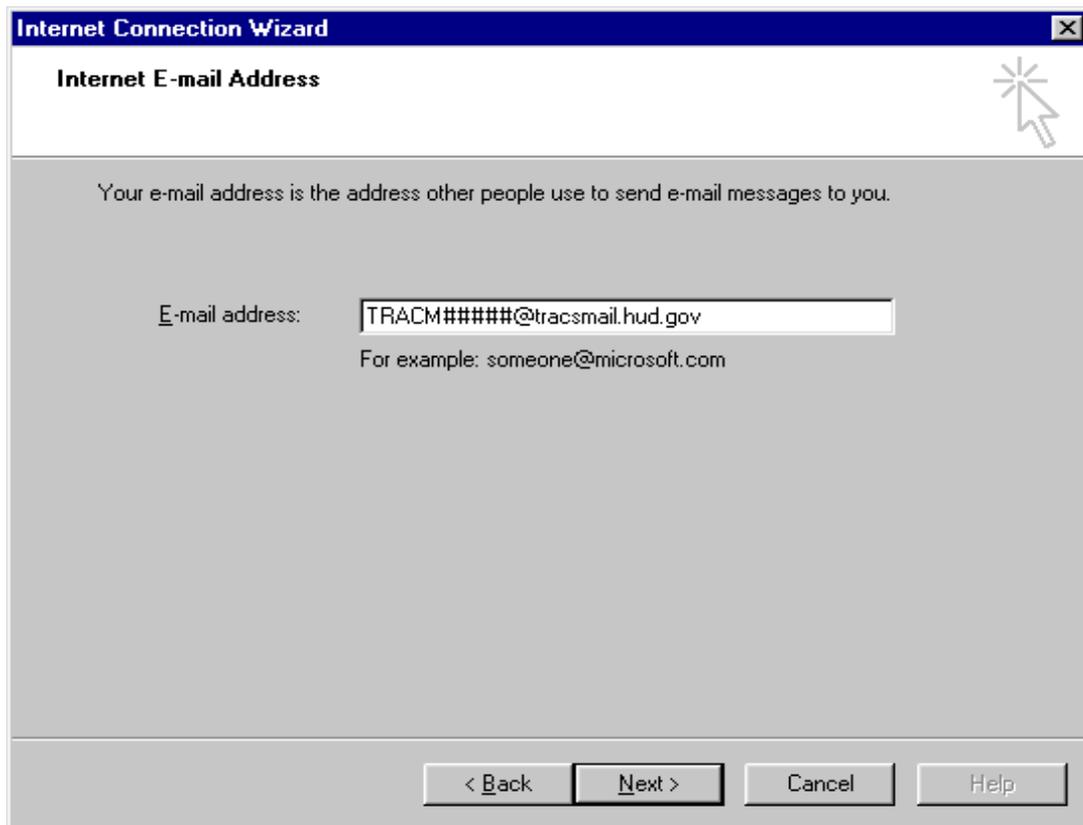
When you send e-mail, your name will appear in the From field of the outgoing message.
Type your name as you would like it to appear.

Display name:

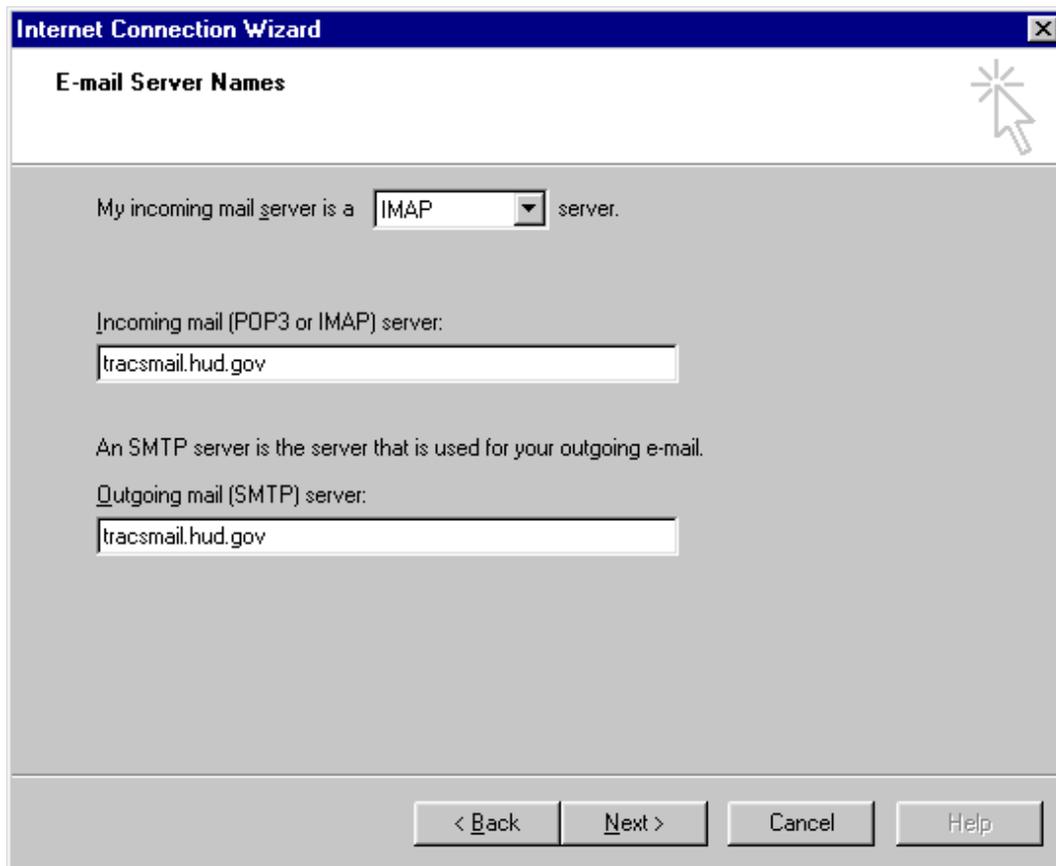
For example: John Smith

< Back Next > Cancel Help

- ❑ In the following window, type in your assigned TRACSMAIL email name (tracm#####@tracsmail.hud.gov) as illustrated below. After entering the email name, click Next.



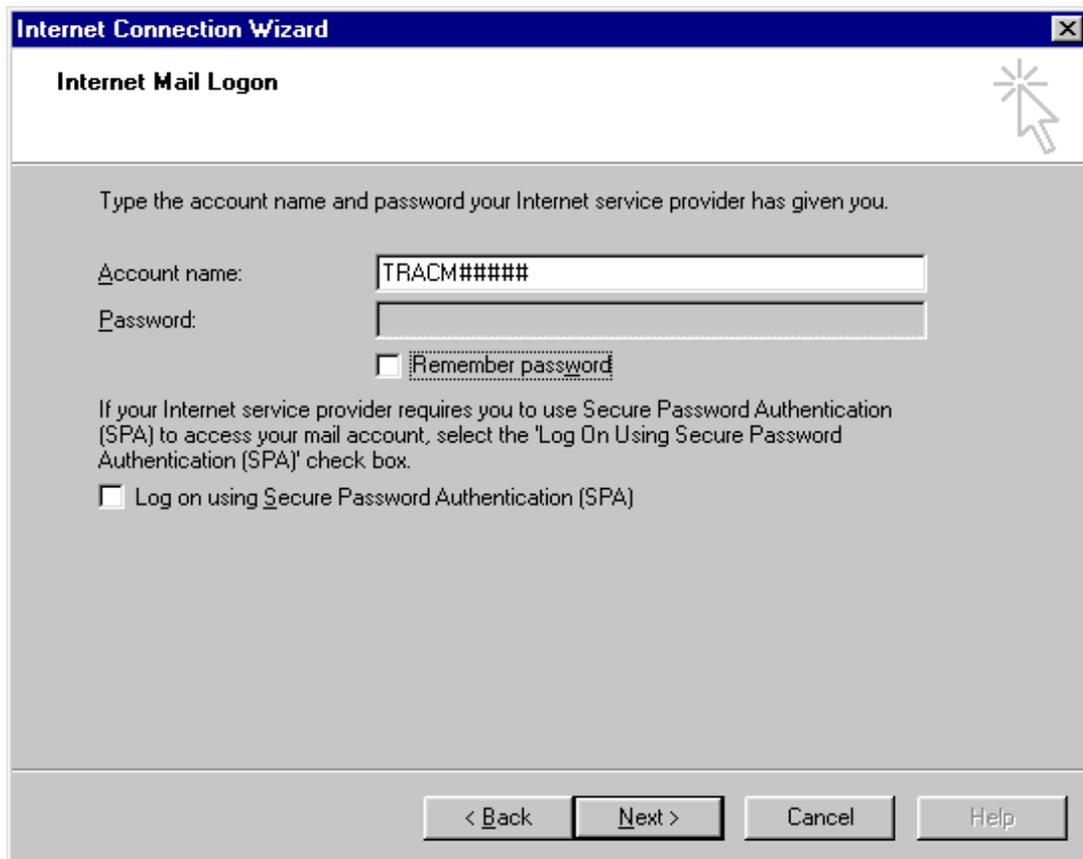
- ❑ In the next screen, a pull-down menu provides the selection for either the IMAP or the POP3 incoming mail protocol. Select IMAP.
- ❑ Type TRACSMAIL.HUD.GOV in the incoming and outgoing mail servers, then click Next.



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". The window contains the following text and controls:

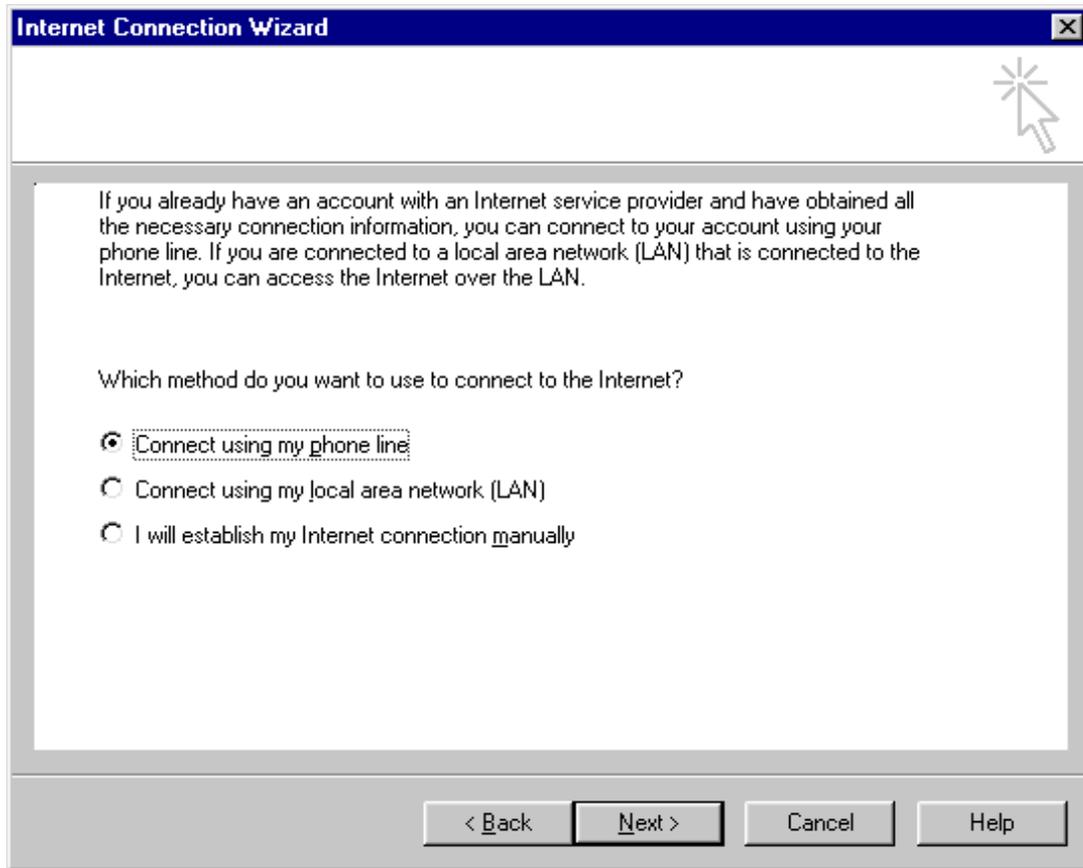
- "My incoming mail server is a server." (The dropdown menu is currently set to "IMAP".)
- "Incoming mail (POP3 or IMAP) server:" followed by a text box containing "tracsmail.hud.gov".
- "An SMTP server is the server that is used for your outgoing e-mail."
- "Outgoing mail (SMTP) server:" followed by a text box containing "tracsmail.hud.gov".
- At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

- In this screen, make sure your correct TRACSMAIL ID is typed in the Account Name text area.
- DO NOT enter your password, and UNCHECK the Remember Password check box.
- Click Next to move to the next window.



The screenshot shows a dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The main text reads: "Type the account name and password your Internet service provider has given you." Below this, there are two text input fields. The first is labeled "Account name:" and contains the text "TRACM#####". The second is labeled "Password:" and is empty. Below the password field is a checkbox labeled "Remember password" which is unchecked. Further down, there is a paragraph of text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box." Below this paragraph is another checkbox labeled "Log on using Secure Password Authentication (SPA)" which is also unchecked. At the bottom of the dialog box, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

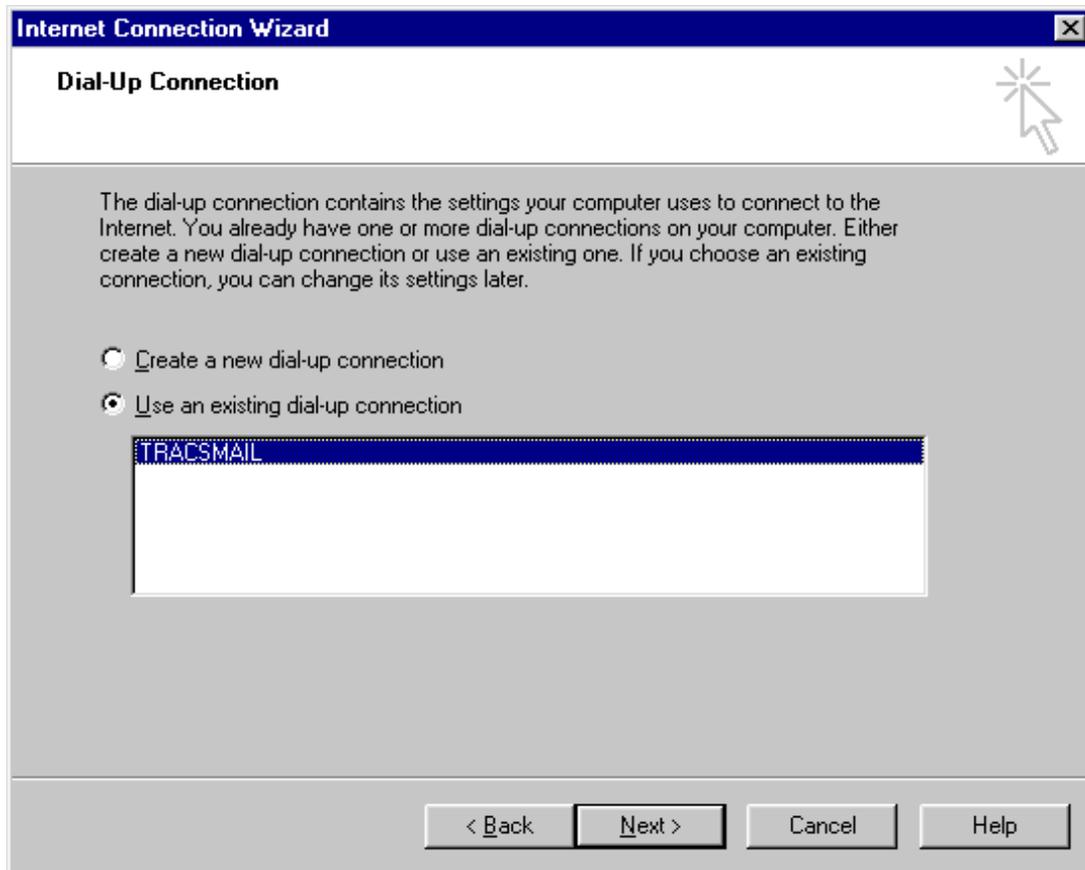
- ❑ Next, select the type of connection that will be used to access the TRACSMAIL system. Since the only access to the TRACSMAIL system is a dial-up connection, select “Connect using my phone line”.



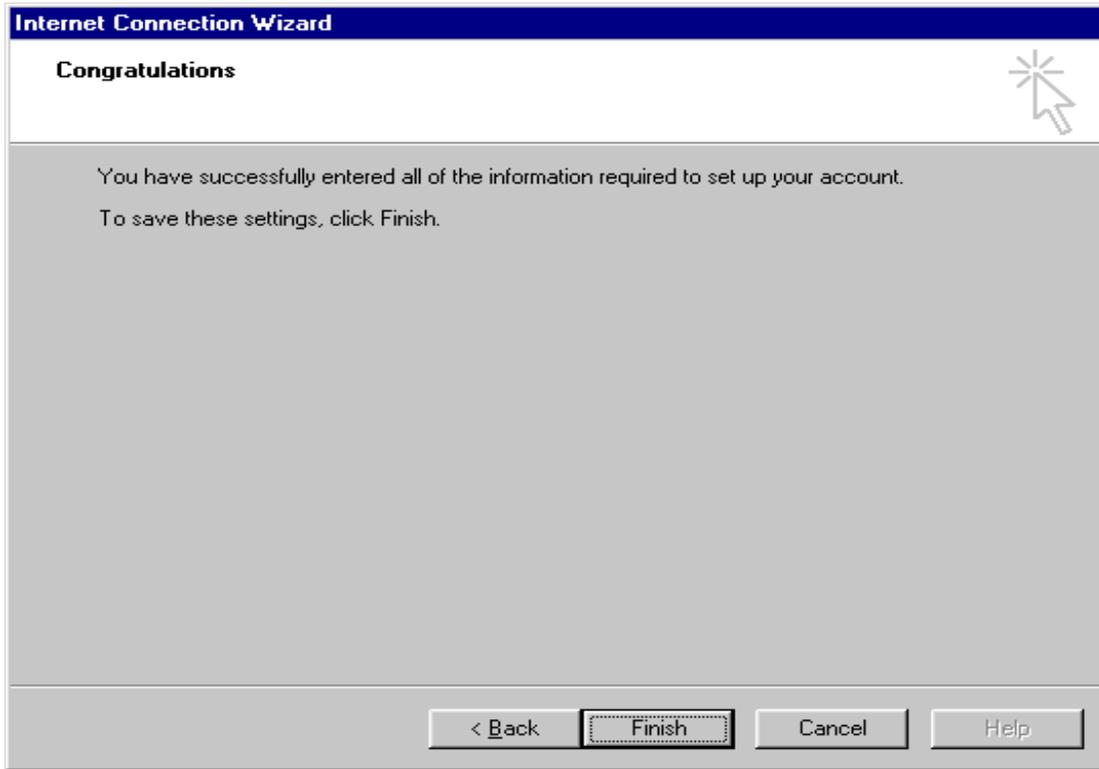
- ❑ Click Next to move to the following window.

You are now prompted to select the dial-up connection to use to connect when using this email profile. Select the previously created TRACSMAIL dialup profile, by choosing to “Use an existing dialup connection”. Then select the TRACSMAIL profile.

- After selecting the existing dial-up networking profile, click Next.

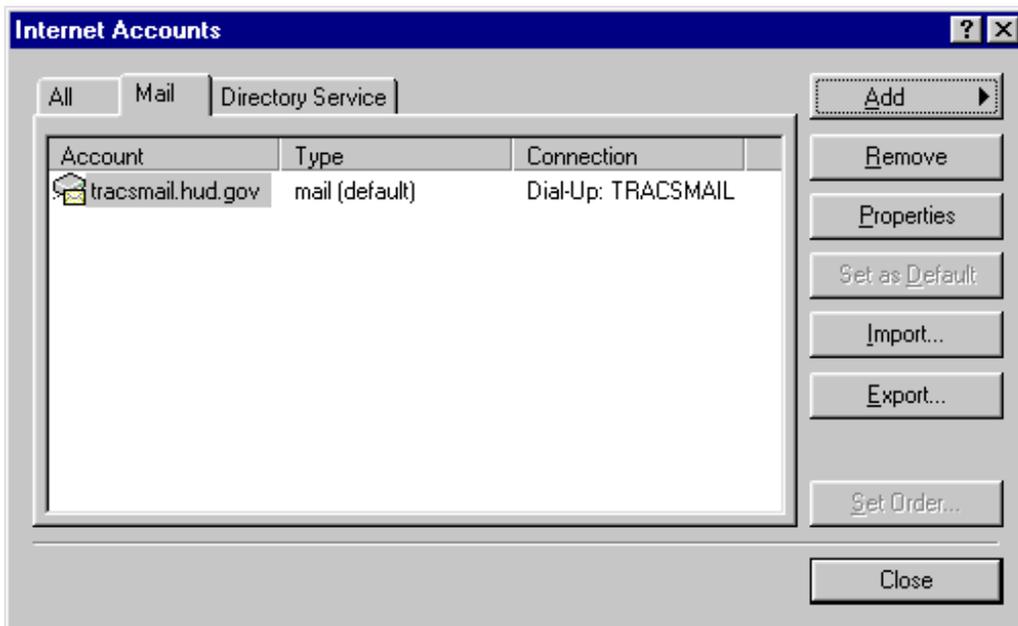


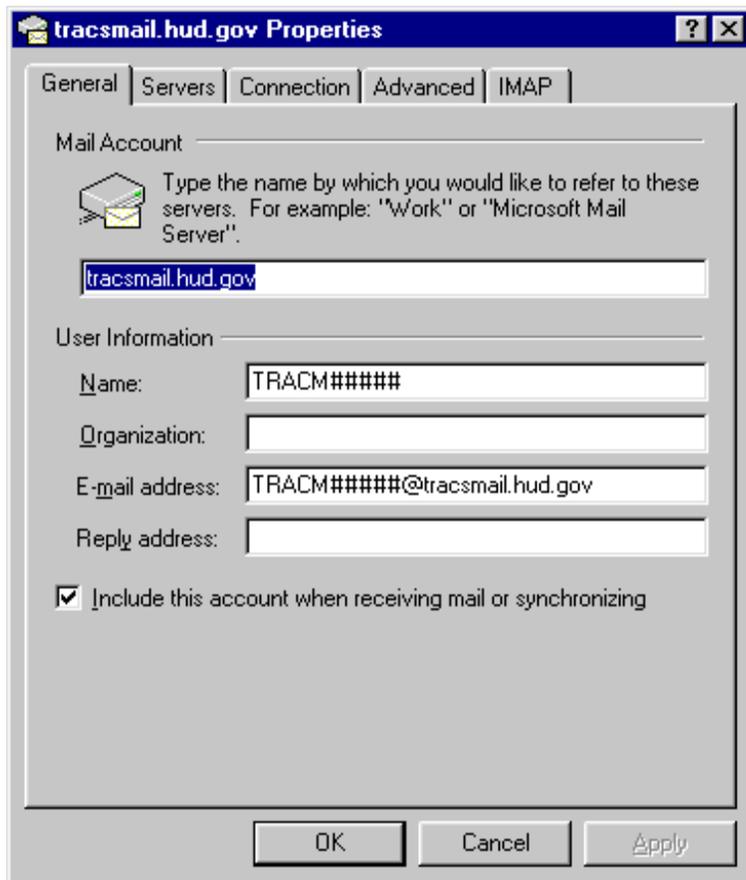
- ❑ Click **Finish** to end the account creation process. The screen will return you to the Internet Accounts menu.



The next step is to edit and double-check the settings in the account profile that was just created.

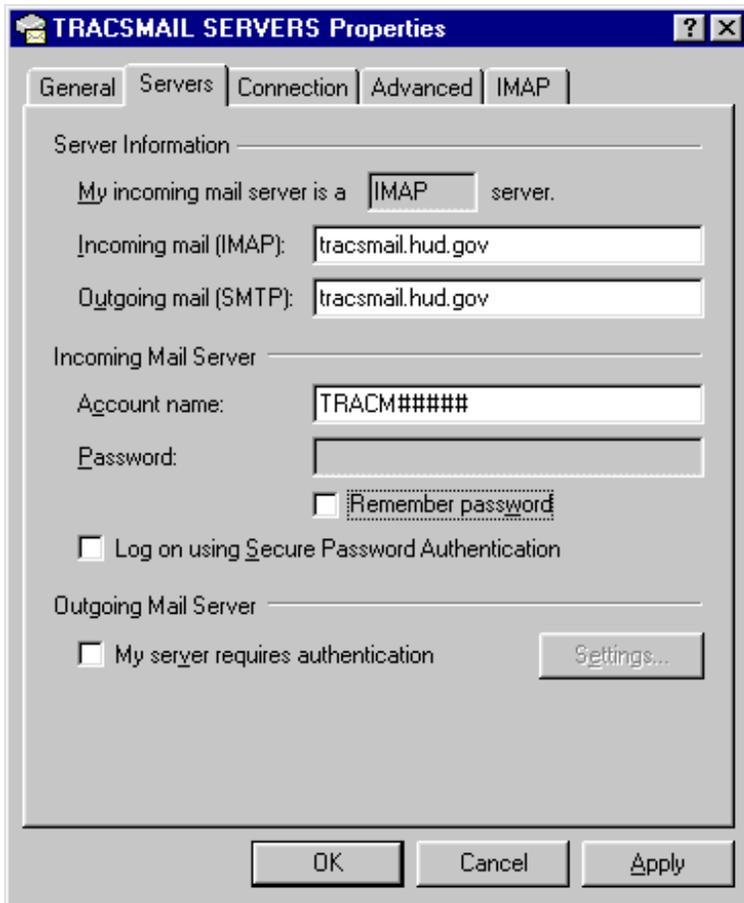
- ❑ Highlight and double-click the profile `tracsmail.hud.gov`, which will open the window displayed on the next page.





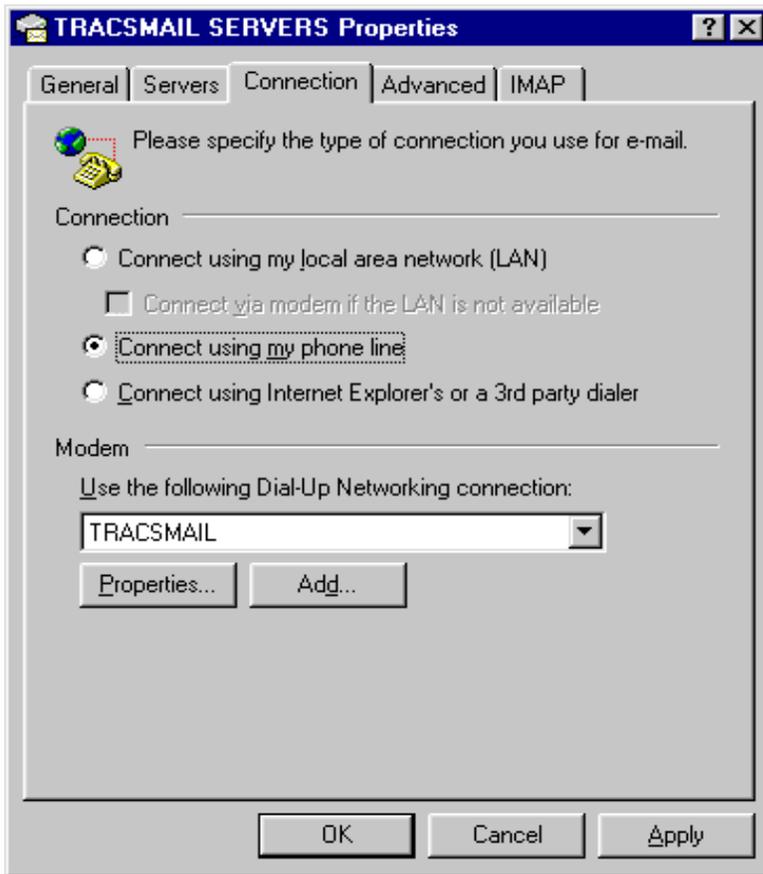
- In the General tab, change the label "tracsmail.hud.gov" to "TRACSMAIL SERVERS".
- In Organization, enter TRACSMAIL, and in the reply address, enter the email address shown in the E-mail address line.
- Click on the Servers Tab at the top of the window.

- ❑ In the Servers tab shown below, confirm that the incoming mail server is set to IMAP, and that both servers are entered as *tracsmail.hud.gov*. Also confirm the Account name is correct, and that the Remember password is UNCHECKED.



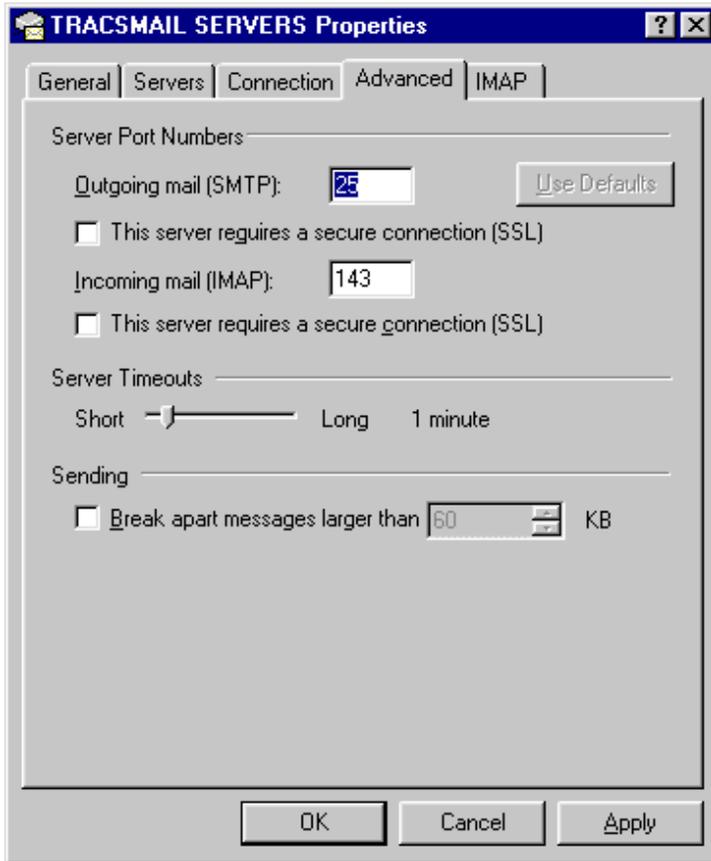
- ❑ Click on the Connection tab next to the Servers tab.

- ❑ In the Connections tab, confirm that the “Connect using my phone line” choice is selected, and that the TRACSMAIL dial-up networking profile is selected.

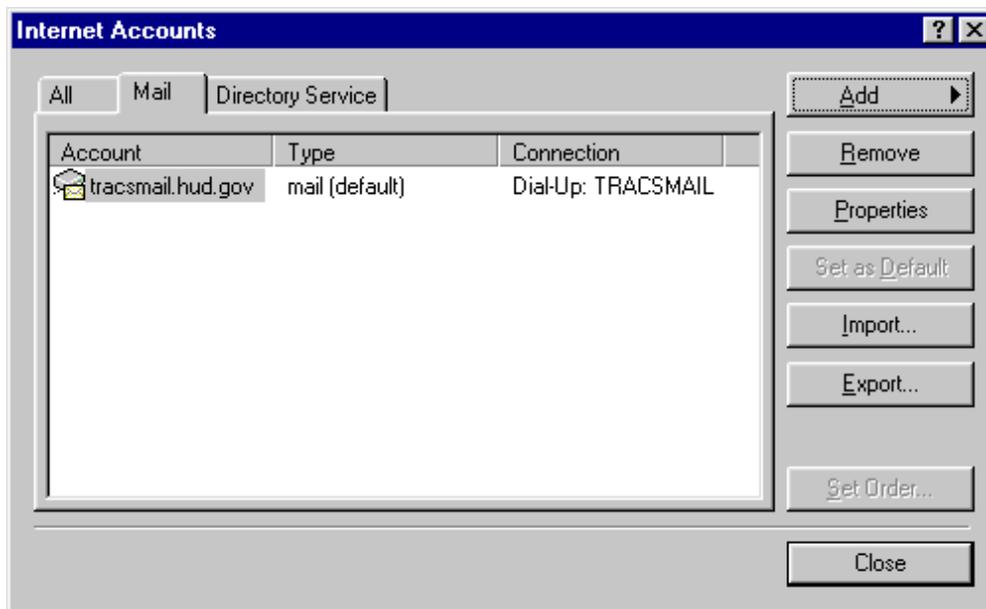


- ❑ Click on the Advanced tab next to the Connection tab.

- ❑ In the Advanced tab, shown below, confirm that the Outgoing mail (SMTP) port is 25, and the Incoming mail (IMAP) port is set to 143.

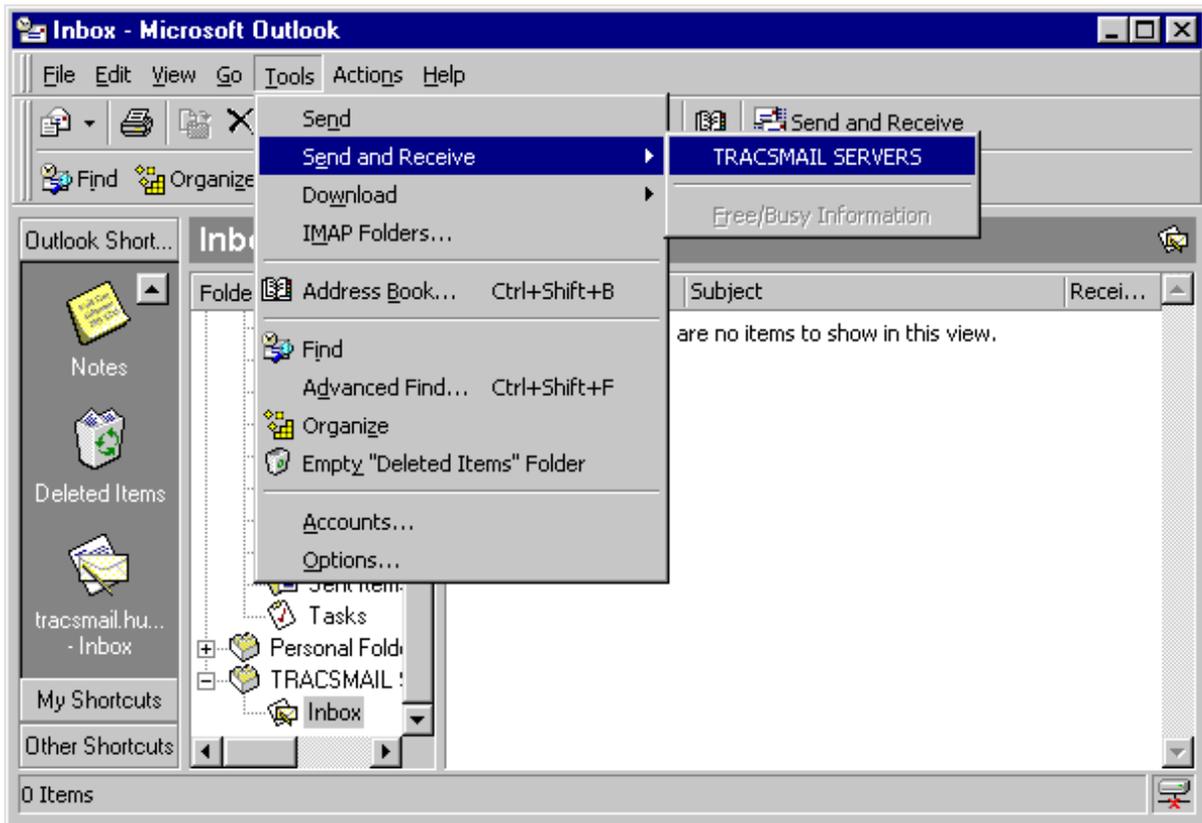


- ❑ The last tab, IMAP, requires no changes. Click OK to return to the Internet Account menu also shown in the next screen.

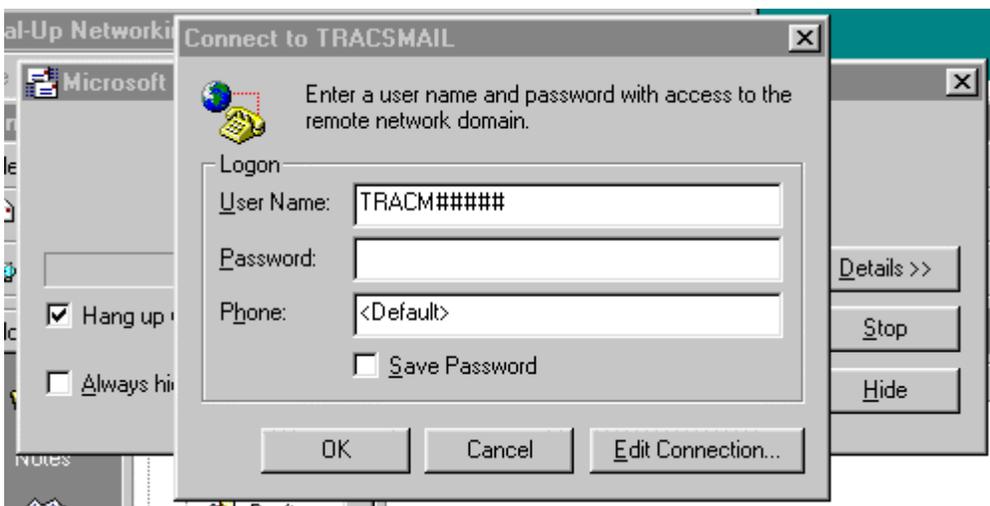


- ❑ Click the Close button to close the menu.

- To open a connection and access your TRACSMail account, click on Tools, Send and Receive, TRACSMAIL SERVERS shown in the following diagram.



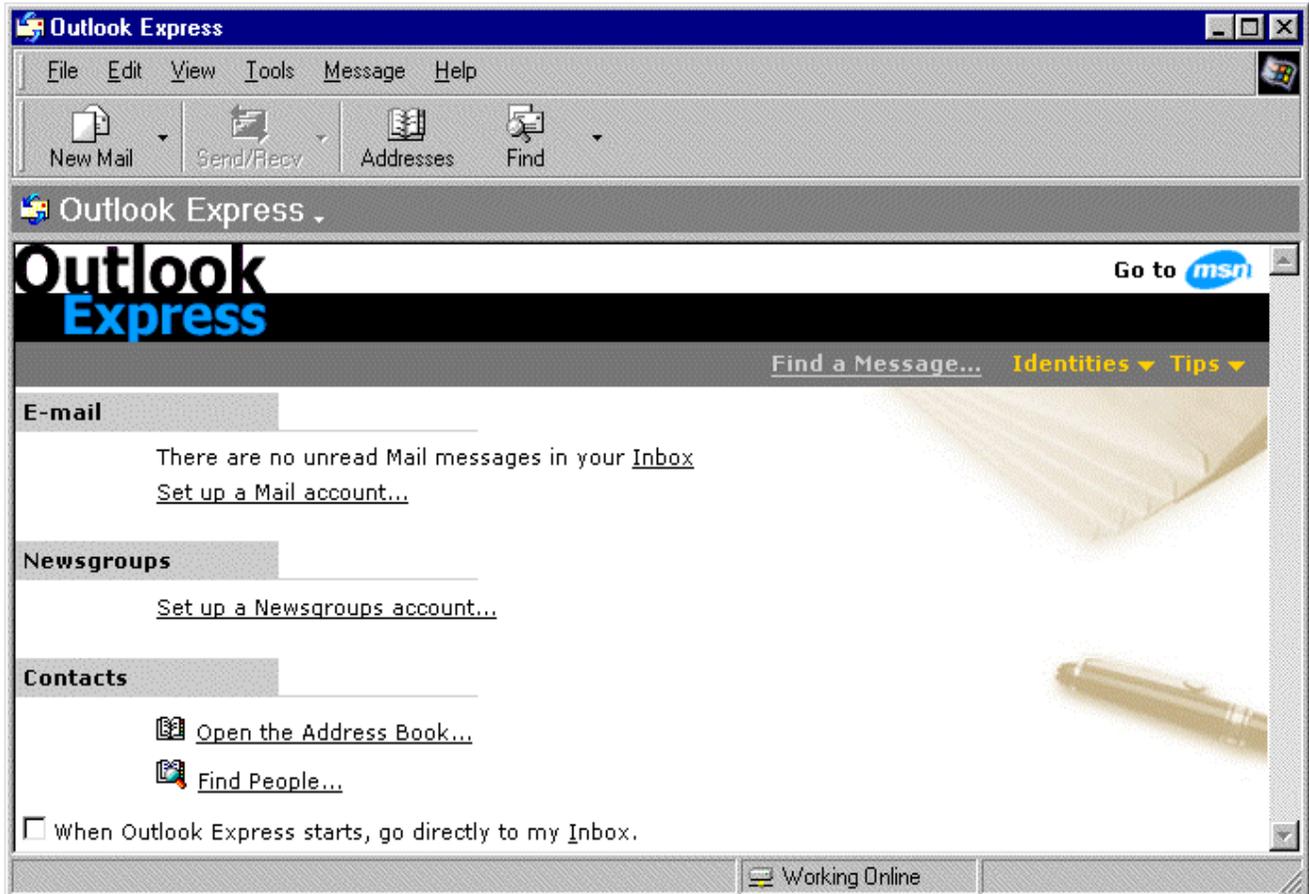
- A Connect to TRACSMail window will appear, prompting you for the password to your TRACSMail. Enter your password and click OK. This will dial out using the <default> dialup networking profile, which is the one selected during the account profile setup.



Outlook Express Version 5 Account Profile Configuration

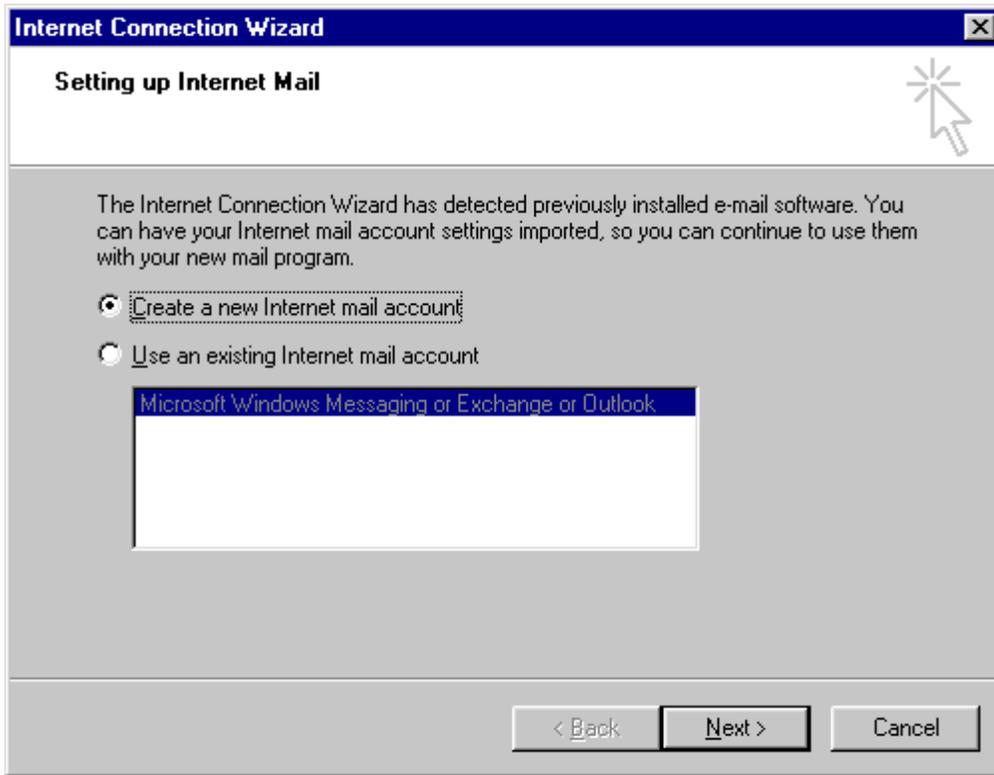
This section outlines the procedures for configuring Microsoft Outlook Express Version 5 for use in the TRACSMAIL system.

- The first step is to open Outlook Express by double-clicking the icon on the desktop, or from the start menu. The primary Outlook Express window is shown below.

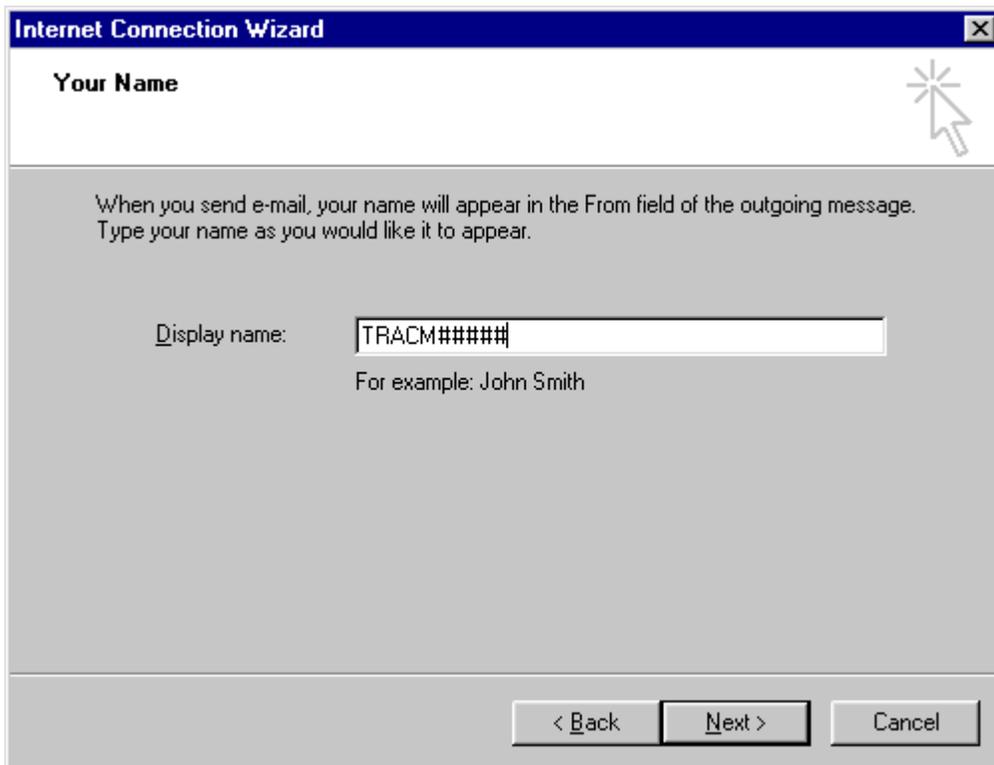


- In the window viewed above, click on “Set up a Mail account” to begin setting up your TRACSMAIL account profile.

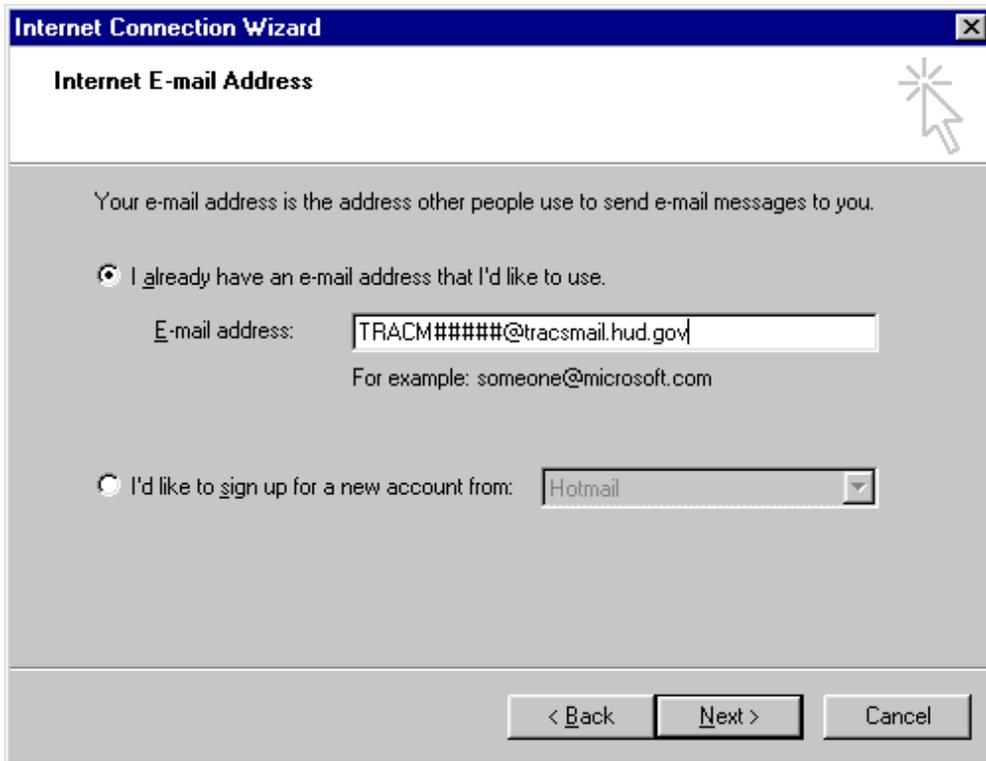
- ❑ Select “Create a new Internet mail account”, then click on Next.



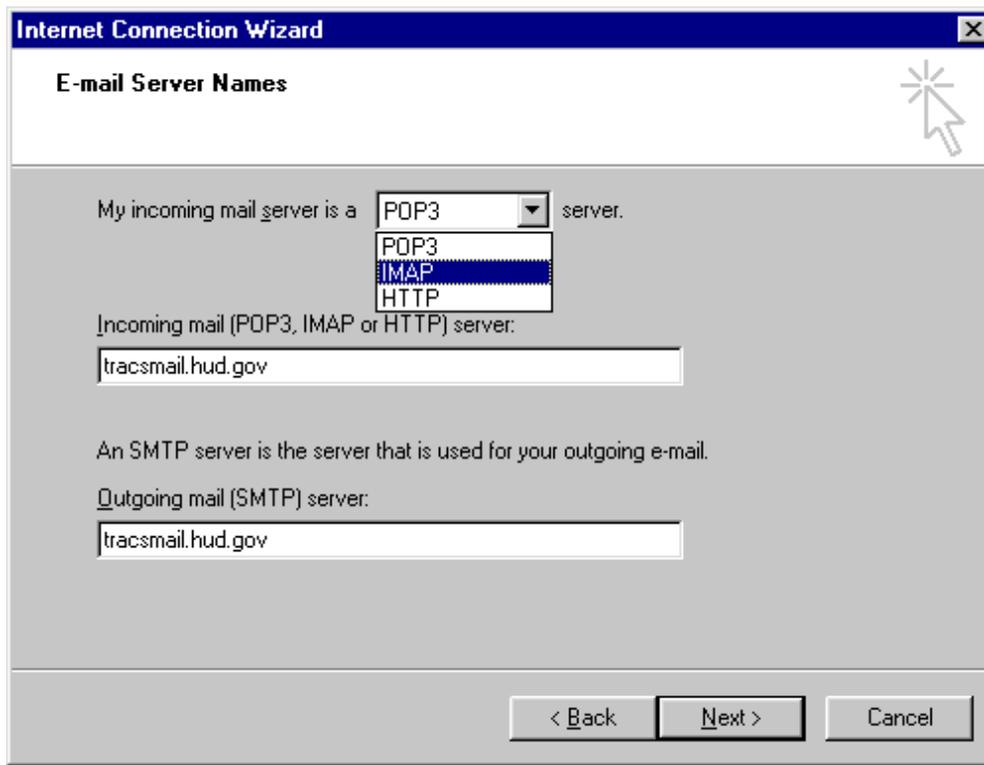
- ❑ Enter your TRACSMAIL account name, and click Next.



In this window, select “I already have an email address I’d like to use”, then enter your assigned email address for the TRACSMail ID. Click Next to continue.



Next, select IMAP as the incoming email server type. Then enter TRACSMAIL.HUD.GOV for both incoming and outgoing servers. When finished click Next.



The screenshot shows the "Internet Connection Wizard" dialog box, specifically the "E-mail Server Names" step. The window title is "Internet Connection Wizard" and the subtitle is "E-mail Server Names".

The main content area contains the following text and controls:

- "My incoming mail server is a server." with a dropdown menu showing "POP3", "IMAP" (selected), and "HTTP".
- "Incoming mail (POP3, IMAP or HTTP) server:" followed by a text input field containing "tracsmail.hud.gov".
- "An SMTP server is the server that is used for your outgoing e-mail."
- "Outgoing mail (SMTP) server:" followed by a text input field containing "tracsmail.hud.gov".

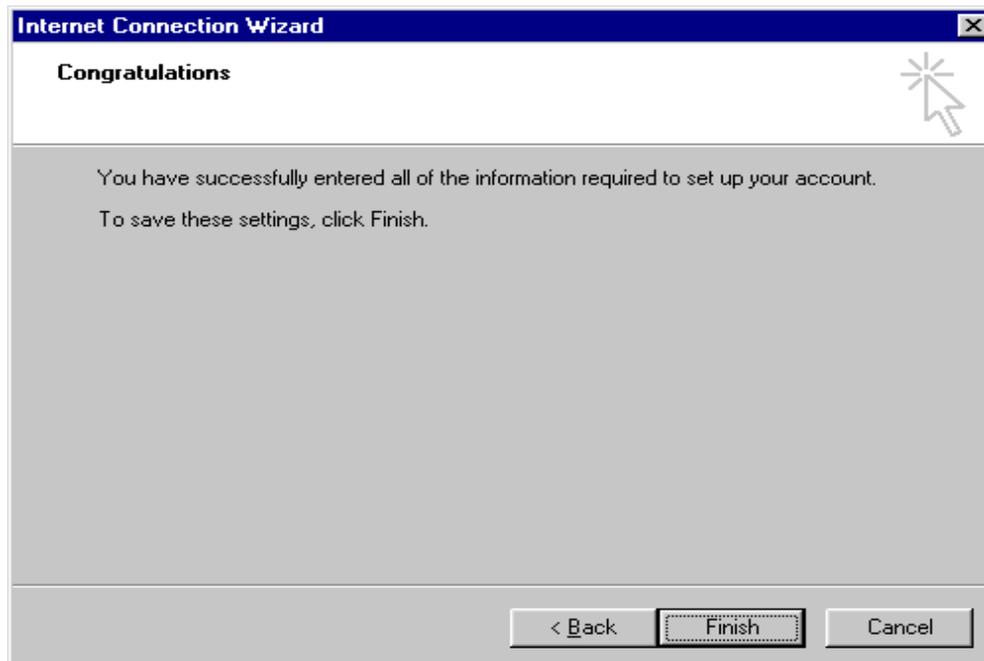
At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel".

- ❑ Enter your TRACSMAIL user ID, and UNCHECK the Remember Password selection. When the screen matches the one shown below, click Next.



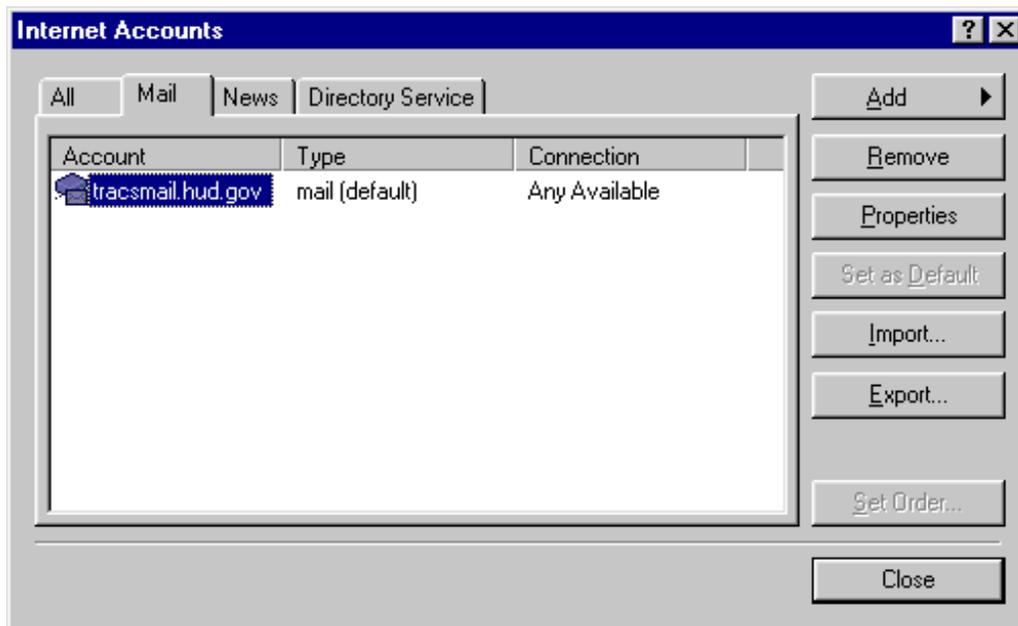
The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The main text reads: "Type the account name and password your Internet service provider has given you." Below this are two input fields: "Account name:" with the text "TRACM#####" and "Password:" which is empty. A checkbox labeled "Remember password" is present and is unchecked. Below the fields, there is explanatory text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box." and a checkbox "Log on using Secure Password Authentication (SPA)" which is also unchecked. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

- ❑ You have finished configuring your Email profile. Click Finish to close out the configuration session.

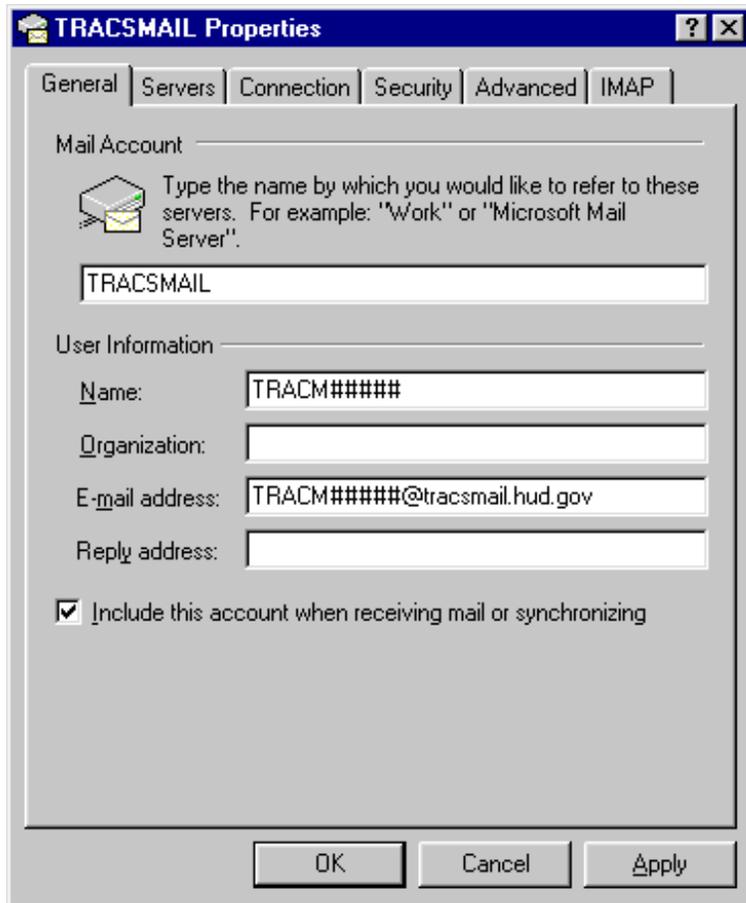


The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "Congratulations". The main text reads: "You have successfully entered all of the information required to set up your account. To save these settings, click Finish." At the bottom, there are three buttons: "< Back", "Finish", and "Cancel".

- ❑ You are returned to the Internet Accounts menu which will show the profile you just created. Double-click on the account profile to edit it and double-check the profile entries.



- In the General tab, change the Mail Account name from “tracsmail.hud.gov” to TRACSMAIL.
- Verify that the Name field is your TRACSMAIL ID,
- Enter TRACSMAIL for the Organization name.
- Enter your TRACSMAIL E-mail address in the Reply address slot.



The screenshot shows the "TRACSMail Properties" dialog box with the "General" tab selected. The "Mail Account" field contains "TRACSMAIL". The "User Information" section includes fields for "Name" (TRACM#####), "Organization" (empty), "E-mail address" (TRACM#####@tracsmail.hud.gov), and "Reply address" (empty). A checkbox labeled "Include this account when receiving mail or synchronizing" is checked. The dialog has "OK", "Cancel", and "Apply" buttons at the bottom.

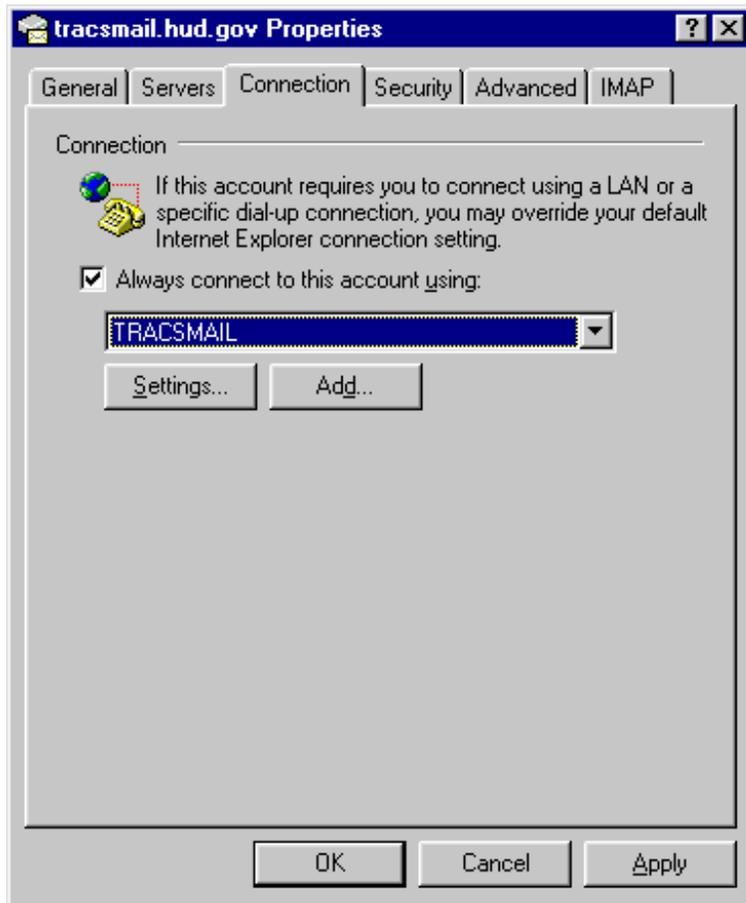
- Click on the Servers tab to the right of the General tab.

- In the Servers tab, make sure that the incoming mail server is labeled IMAP.
- Confirm that both Incoming and Outgoing Mail server names are TRACSMail.HUD.GOV.
- Verify that your Account name is correct (e.g. there is not an “s” but an “m” in the ID TRACM00000).
- Make sure that “Remember password” is UNCHECKED.



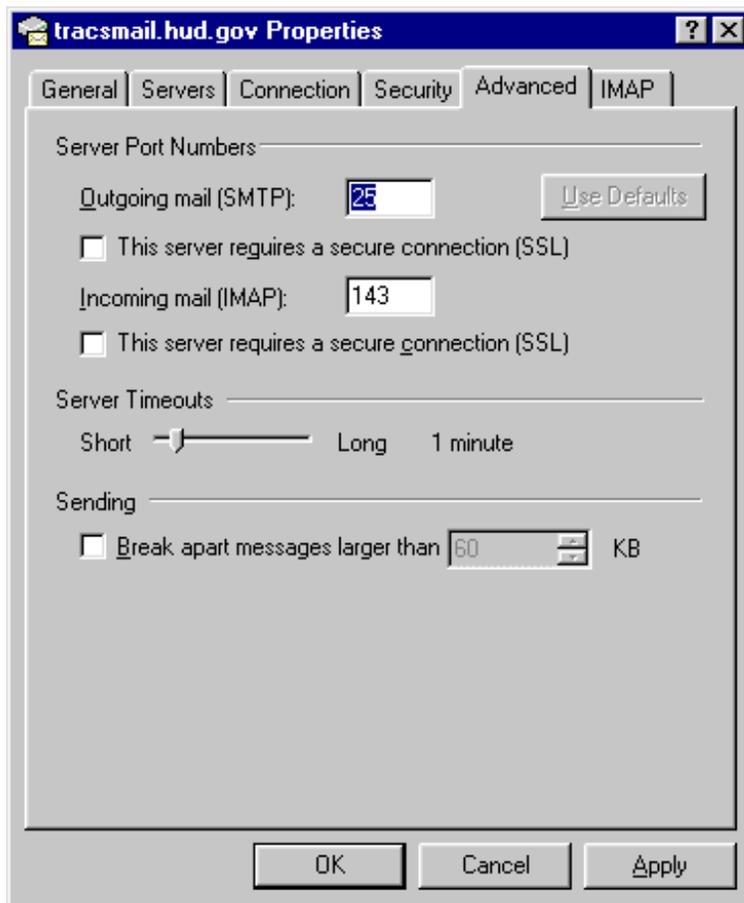
- Click on the Connection to the right of Servers.

- In the Connection tab, make sure that “Always connect to this account using:” is checked.
- Verify that the TRACSMAIL dial-up networking profile is selected.



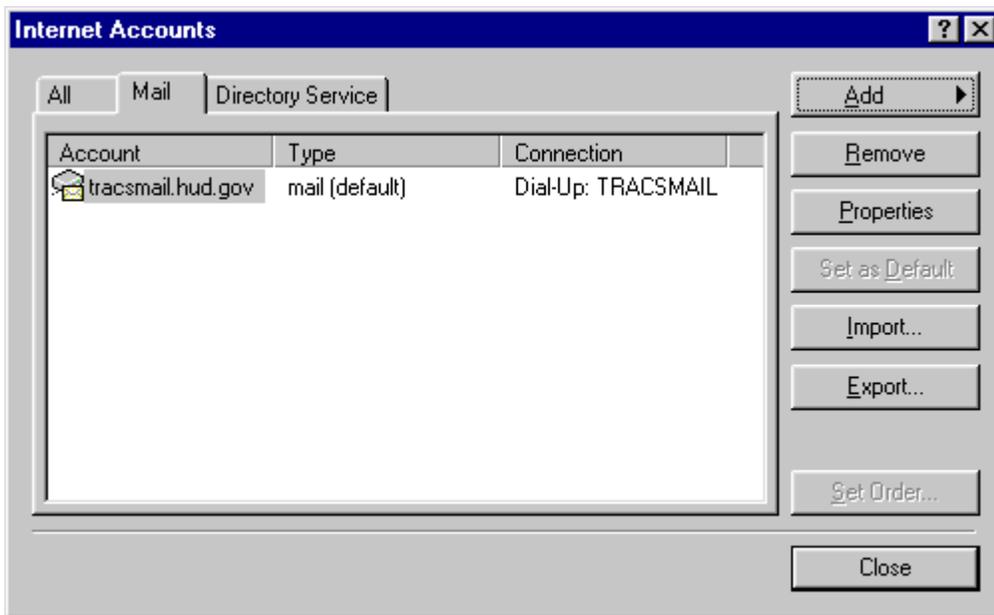
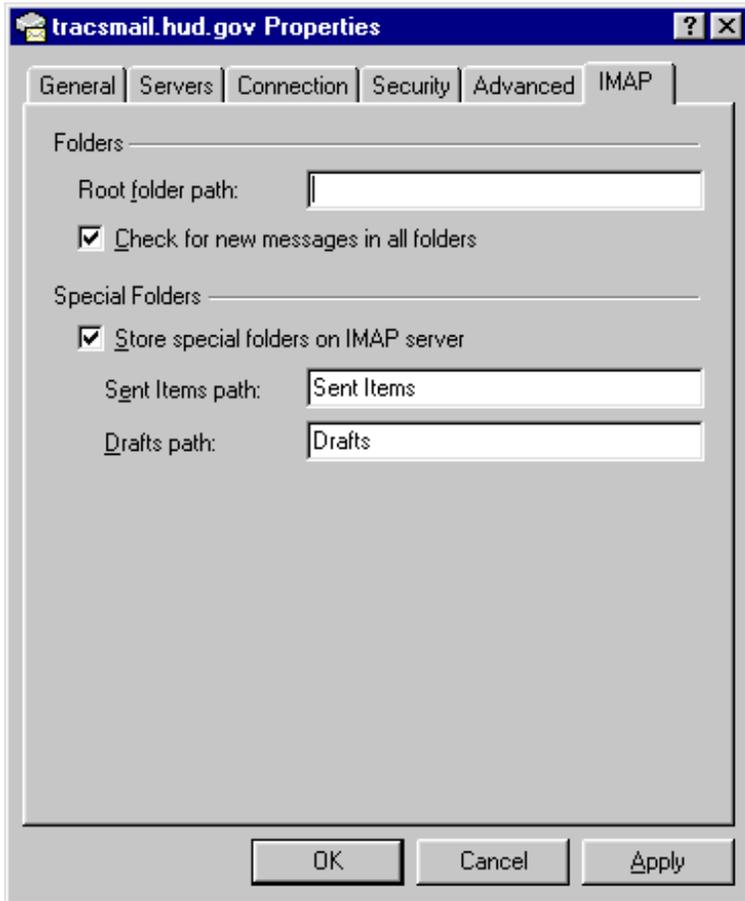
- Click on the Advanced tab, (skip over the security tab as it does not need modified).

- ❑ In the Advanced tab, confirm that the SMTP server port is **25**, and that the IMAP server port is **143**.

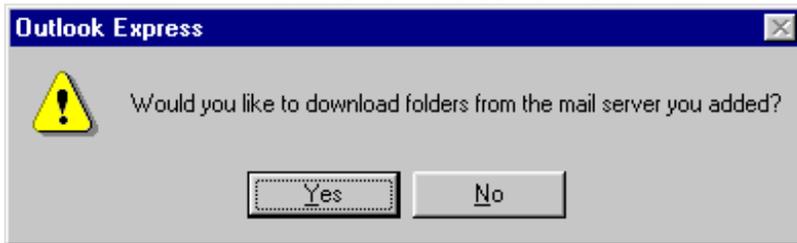


- ❑ Click on the IMAP tab.

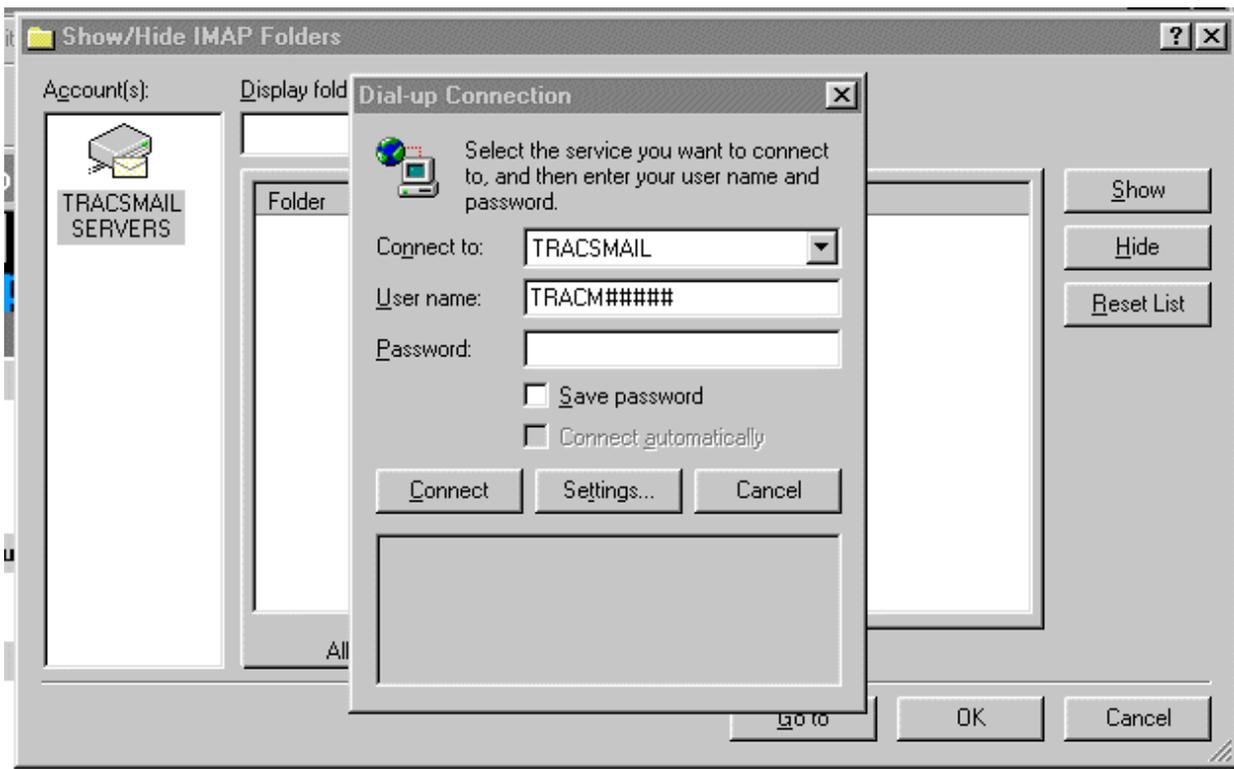
- ❑ Verify that the IMAP screen matches the diagram below, then click OK to return to the Internet Accounts menu.



- ❑ Click the Close button in the Internet Accounts window. The following prompt will appear to download IMAP folders from the server. Click Yes.

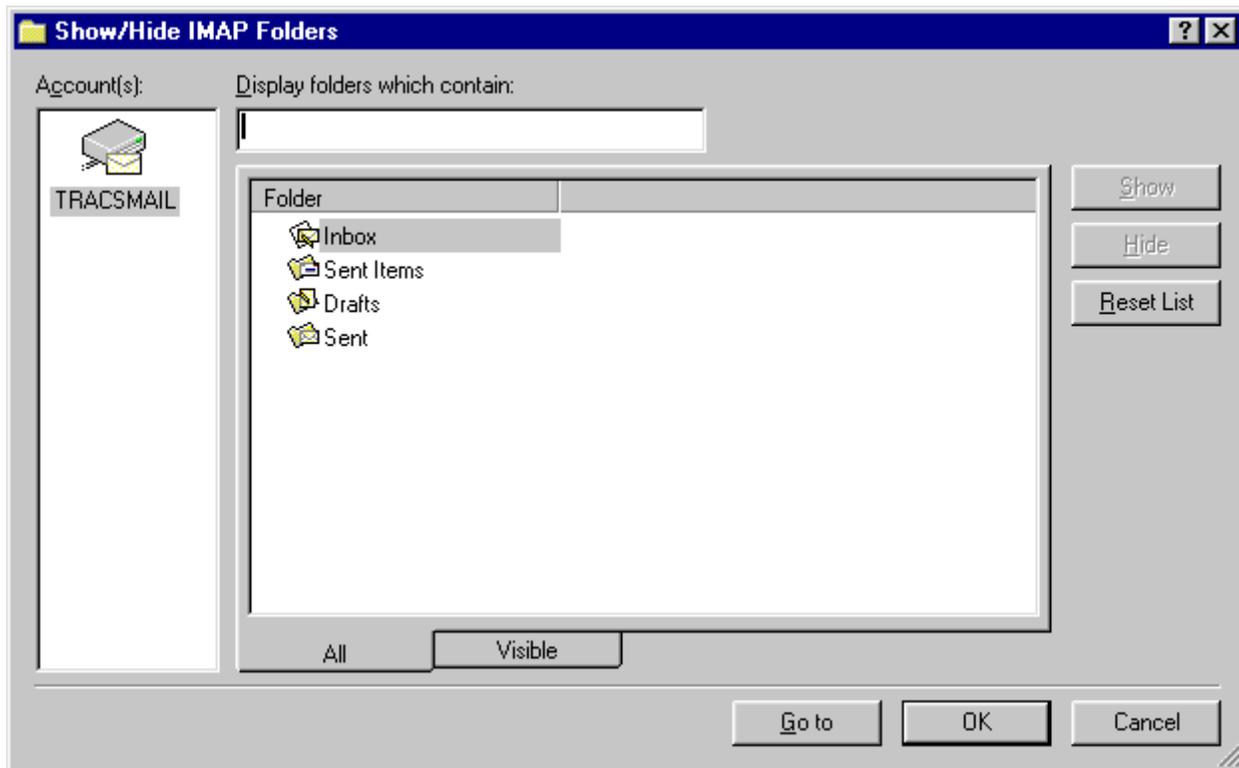


- ❑ IF YOUR PC IS NOT ALREADY CONNECTED TO THE TRACSMAIL SERVER, a dial-up box to access the account will appear, as seen below:



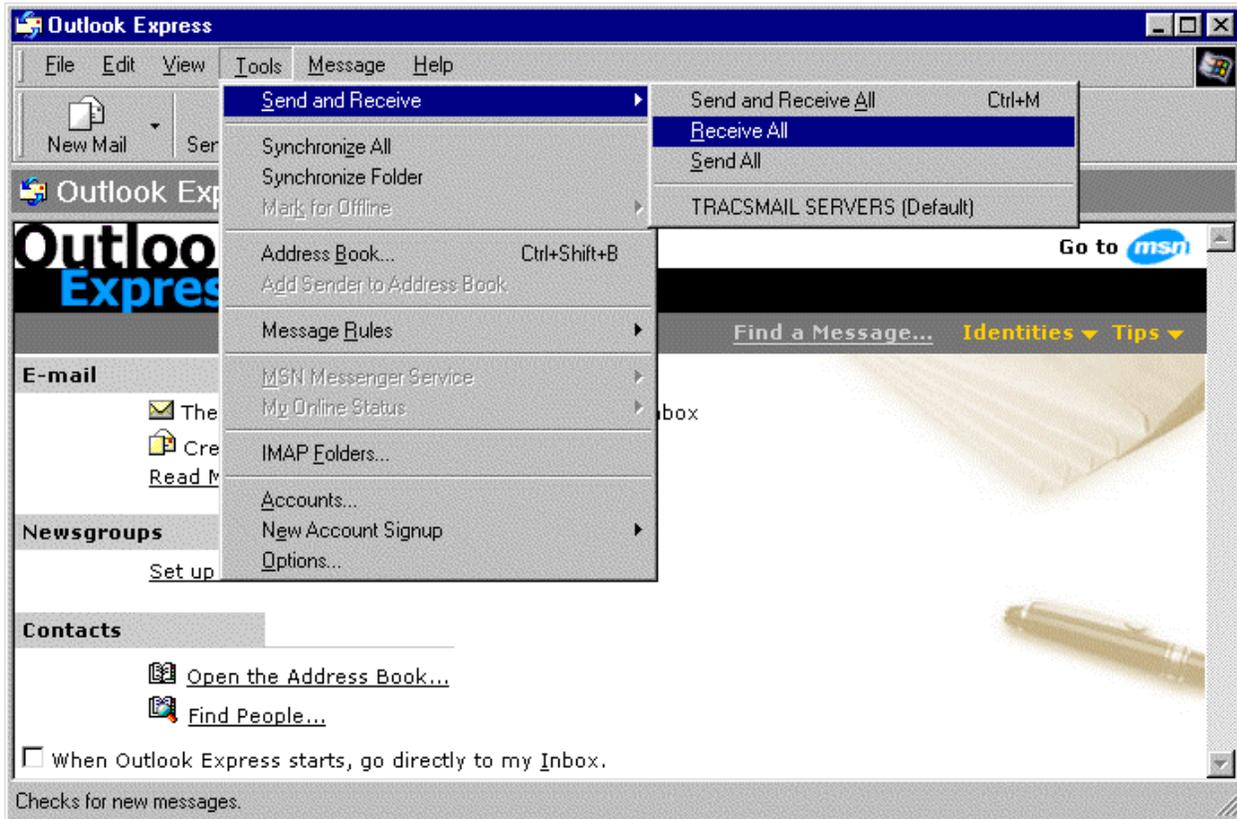
- ❑ Enter your TRACSMAIL password, then click Connect to connect to the TRACSMAIL server.

- ❑ After the connection is made and the folders are downloaded, the following screen appears.

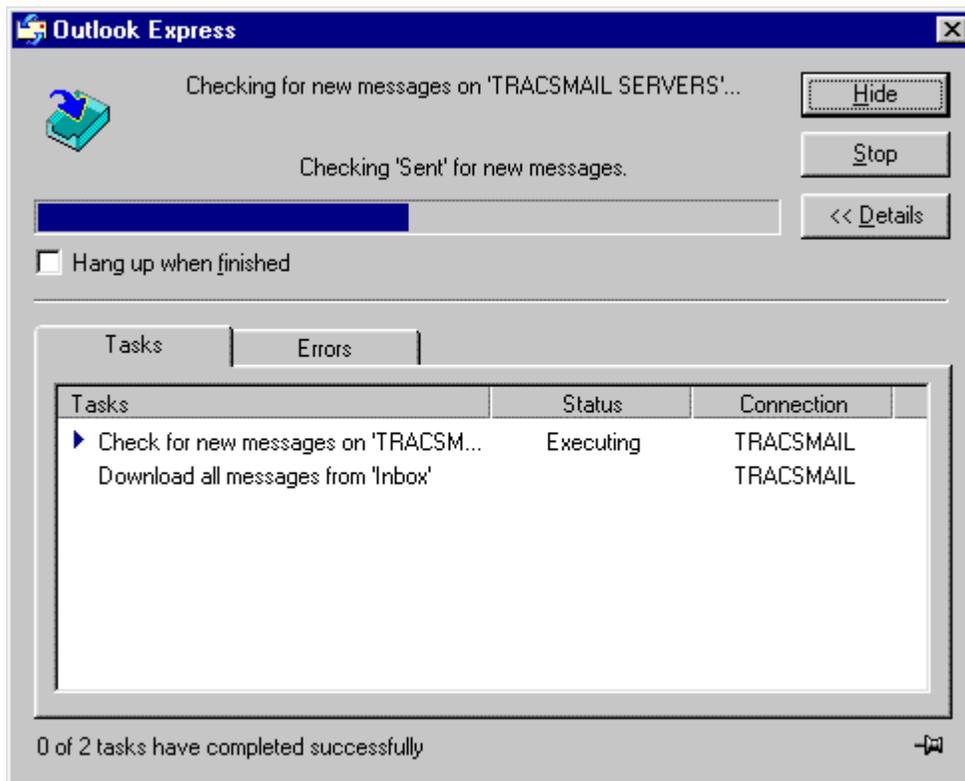


- ❑ Click OK to return to the main Outlook Express page.

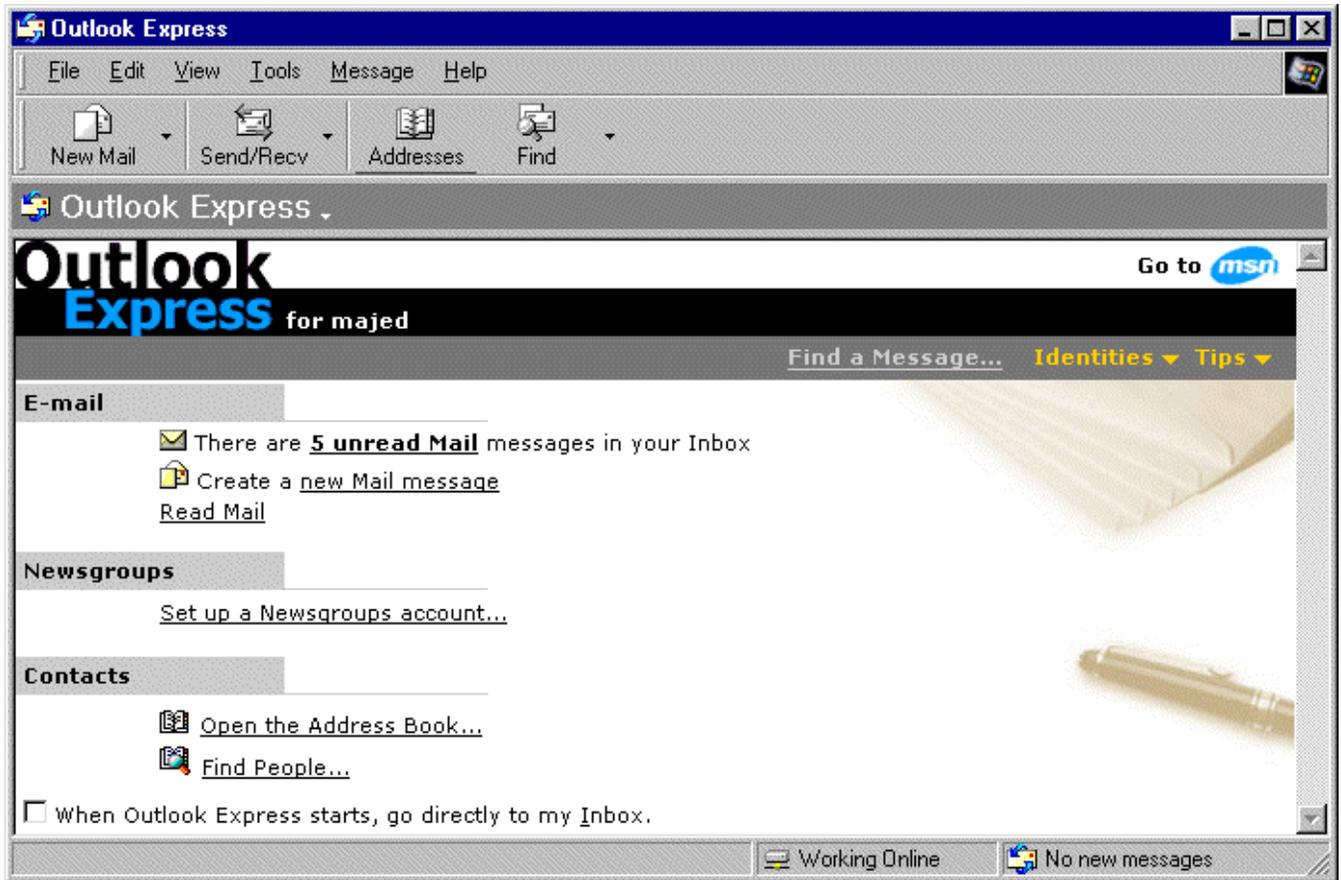
- ❑ After the folders have been downloaded and you are still dialed into TRACSMAIL, you can check for incoming messages by clicking on Tools, Send and Receive, Receive All.



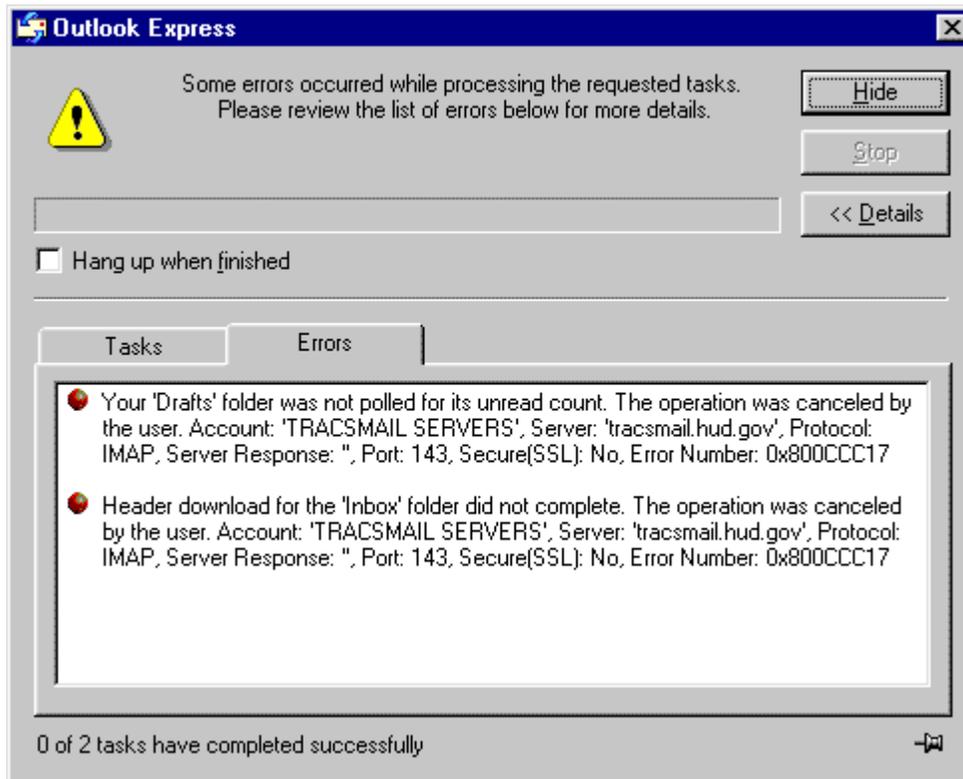
- Once you click Receive All, the following window will appear to indicate that the IMAP server is being queried for messages.



- ❑ After the query is finished, you are returned to the main Outlook Express page, which indicates whether or not there are new messages to be read. In the example below, there are 5 unread messages in the Inbox as indicated under the E-Mail header, and no new messages, as shown in the lower right-hand corner.



NOTE: If there is an existing modem connection with the server, and Outlook Express is launched, the following window may appear:



The error messages indicate that specific folder actions were not taken or not completed. This folder can be closed by clicking on the "x" in the upper right-hand corner. To download your TRACSMail messages successfully, you will need to disconnect from the incorrect dial-up connection to the TRACSMail dial-up connection.

Chapter 5:

Putting it all Together – Connecting to TRACSMAIL

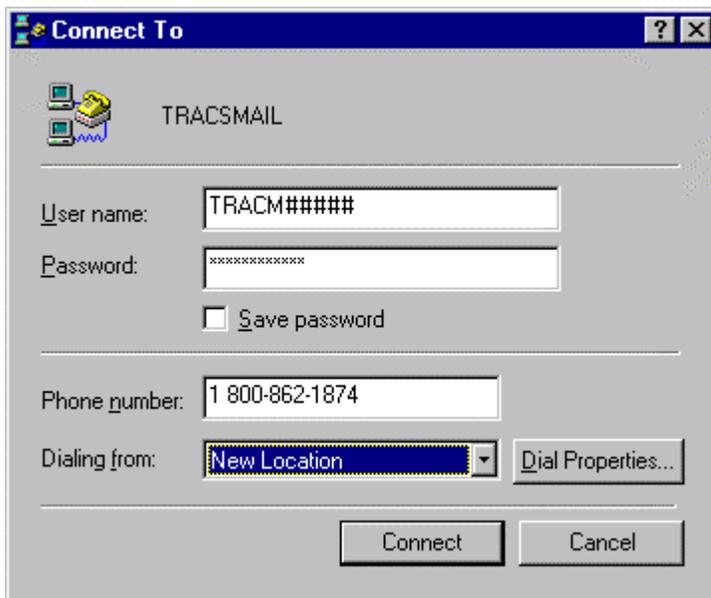
Now that your dial-up networking is setup and your mail client is installed and configured, you are ready to connect to TRACSMAIL for the first time.

A. Dialing Up

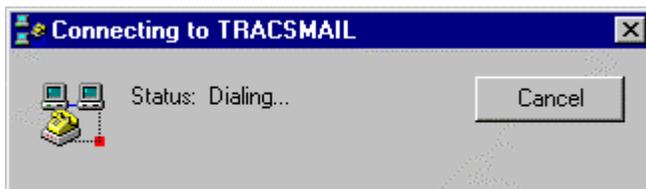
- ❑ Earlier we created a TRACSMAIL connection icon on your desktop. Double-click on that icon to start the dial-up process.



- ❑ A window labeled **Connect To** will appear prompting you for your password. Enter your password, check to make sure your User Name, and the TRACSMAIL phone number are correct, then click **Connect**.



- ❑ The **Connecting to TRACSMAIL** window will appear showing the connection status:



- ❑ Once you are connected the Status will change to “Verifying user name and password...”



- ❑ If your password is correct the Status will change to “Logging on to network...”



- ❑ When the logon process is complete the following window or a similar connection window may appear and a connection icon will show up in your system tray.

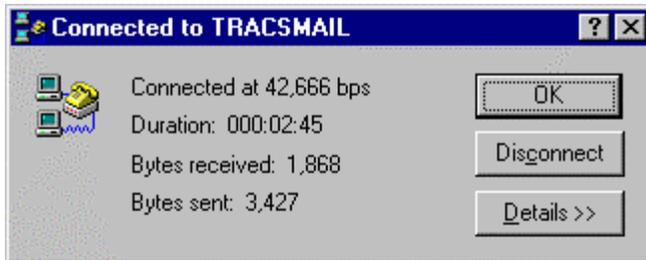
If you do not get this window do not worry. It is possible to stop this window from appearing by checking “Do not show this dialog box in the future”.



- ❑ Your system tray is in the bottom right corner of your screen and the icon with the two monitors represents your dialup connection monitor :



- ❑ If you double click on the Connection Monitor icon () a status window will appear listing your connection speed, time connected, etc. Most important is the Disconnect option. When you are finished using TRACSMAIL remember to disconnect.



B. Opening Your Mail Client

Once a connection is made to the TRACSMAIL system open the Mail Client of your choice.

Opening Netscape Messenger

- ❑ Double click on the Netscape Messenger icon created in Chapter 3. This will bring up the following Profile Manager window.



- ❑ In the middle of the window is your profile name. If your profile name is not showing select your TRACSMAIL Profile from pull down menu and click Start Communicator to open the application.

The first time you open Netscape you may be prompted with the following windows:

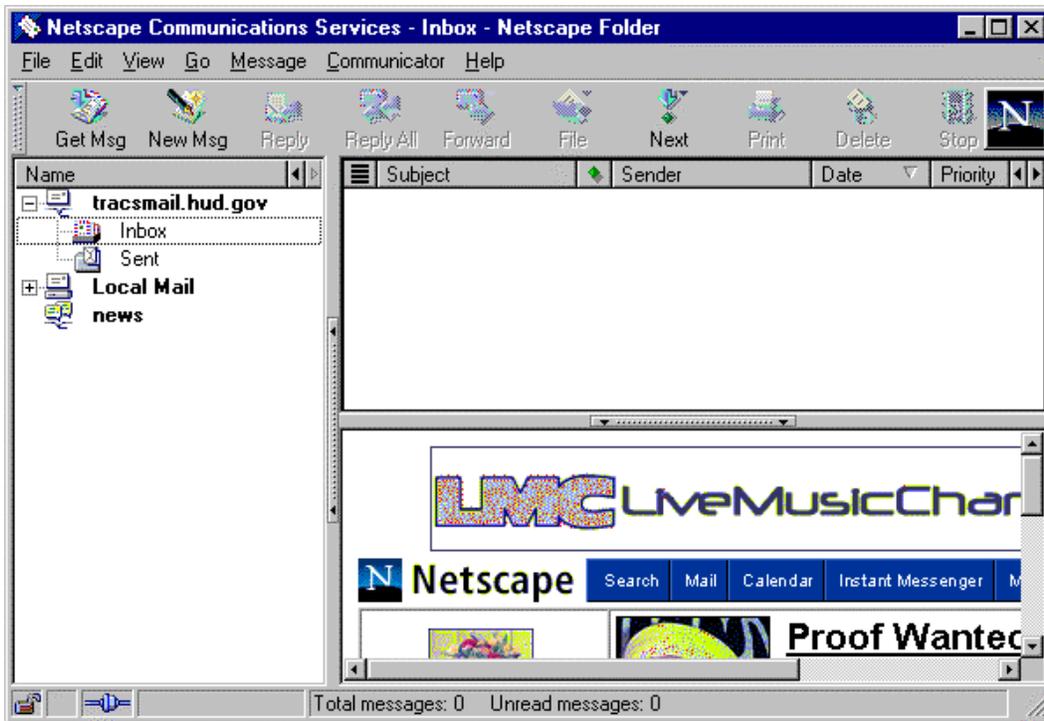


- This is an informative notice about Netscape folders, read it and click Ok.

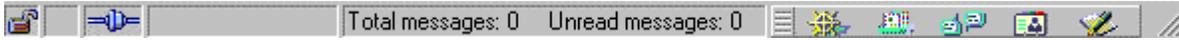


- This prompt is asking you whether or not you would like Netscape to be your default browser. If you have no other browser say yes. If you use Internet Explorer you may want to say no. Make a selection and continue.
- Netscape now opens with floating menu bar on the right side of your screen.

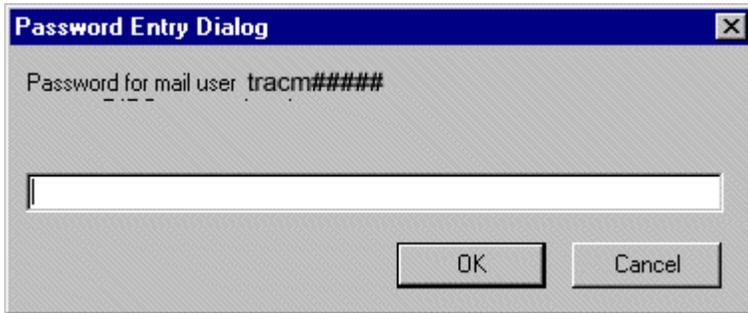




- Depending upon your preference you may want to minimize the floating menu bar. If you would like to minimize this menu click on the **x** in the top right corner of the menu. This will place this menu in the bottom bar of the Netscape window as seen below.



- To get your e-mail click on the Get Msg Icon in the Top Left of the browser window.
- You will be prompted for your User password. Enter your password and click Ok.



Your e-mail will begin to download and you are now ready to begin sending and receiving mail. See the Netscape Basics document if you are unfamiliar with how to use Netscape.

Chapter 6:

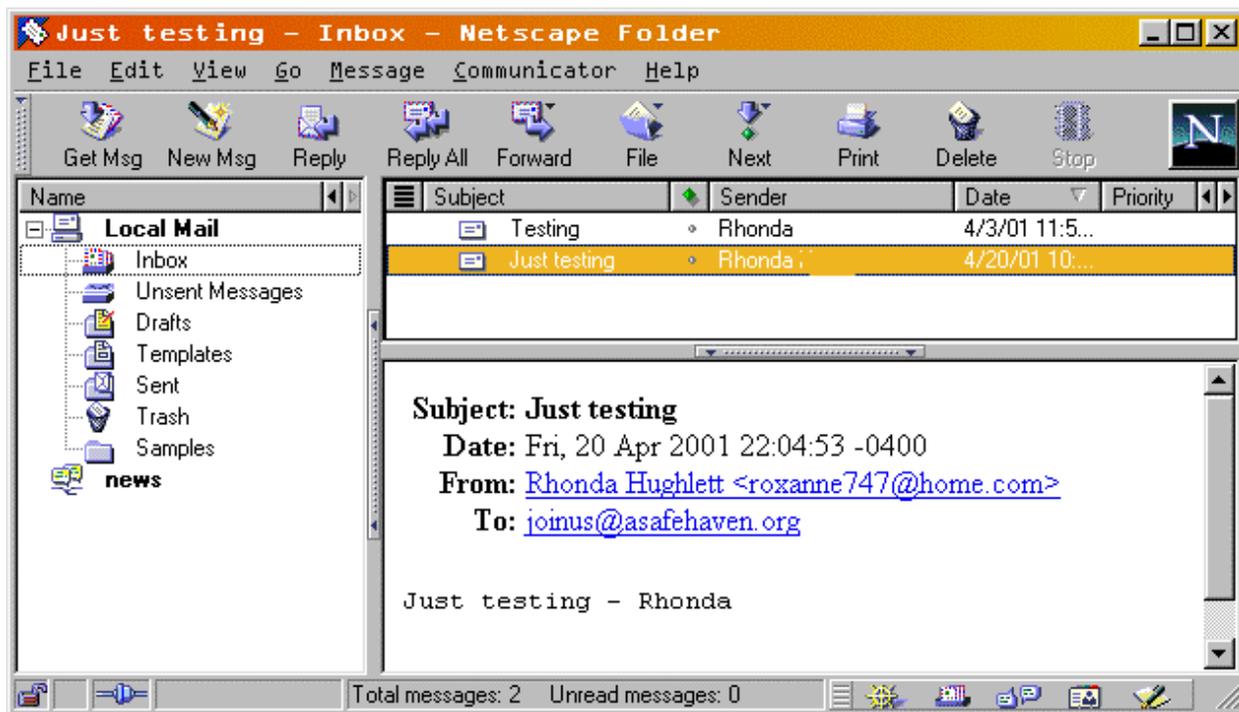
Netscape Communicator Basics

Netscape Communicator 4.76, the recommended version to use with TRACSMAIL, is actually three applications – Navigator (an Internet Browser), Messenger (an e-mail client), and Composer (an HTML editor). To interface with TRACSMAIL you will need to use Netscape Navigator and Messenger. This document has been developed to provide an introduction into using Netscape Messenger.

In Chapter 3 you installed Netscape Communicator and created an icon for Netscape Messenger on your desktop. In Chapter 5 you dialed up to the TRACSMAIL system and opened Netscape Messenger to receive your TRACSMAIL messages. Now we will show you how to use Netscape Messenger to send and receive messages through Netscape Messenger and the TRACSMAIL system.

Using Messenger

Below is the primary view of Netscape Messenger. From this window you can retrieve, create and send messages.

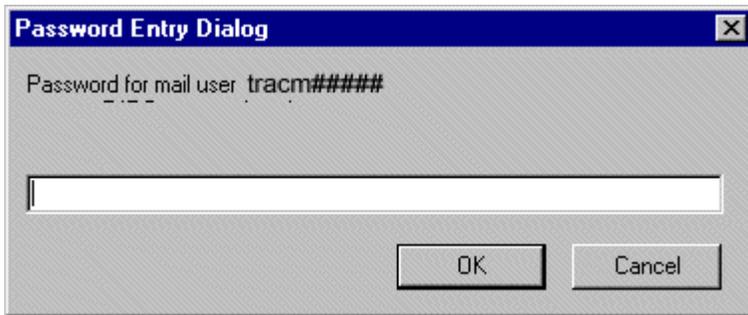


Getting Your Messages

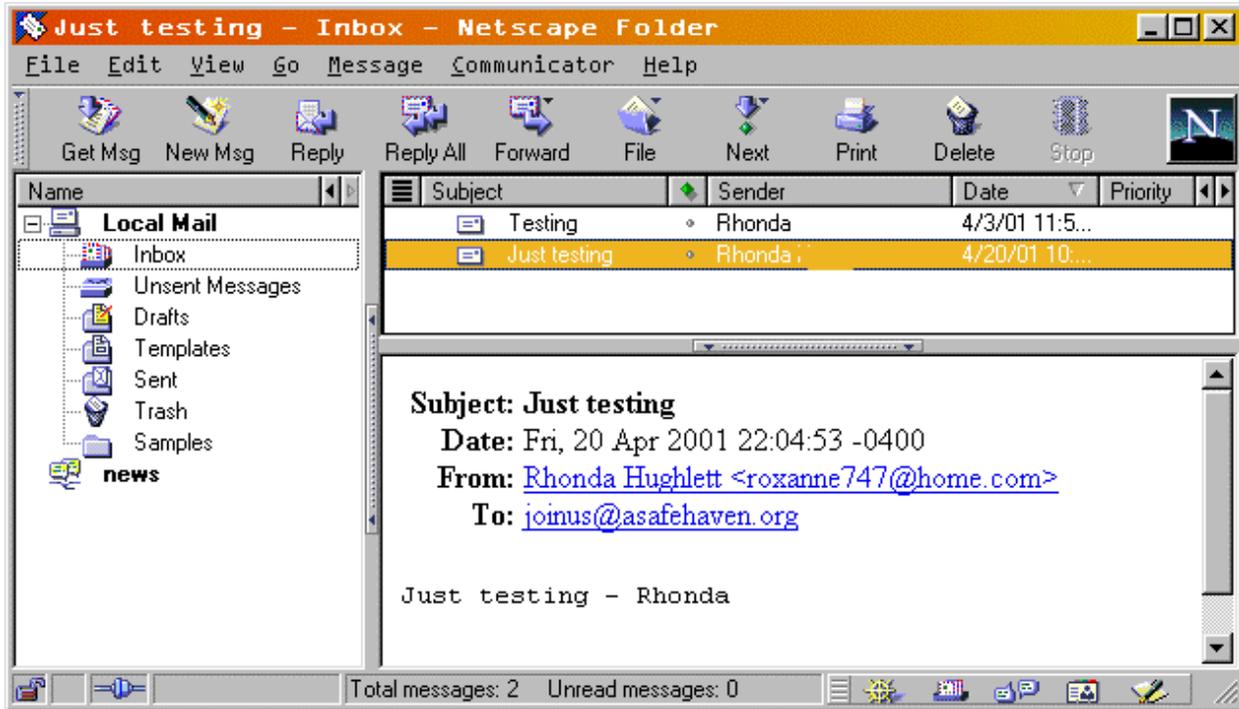
- To retrieve your messages from the server you only need to click on the Get Msg icon at the top right side of the Messenger window. Click on the Get Msg icon.



- This will result in a popup window appearing prompting you to enter your password. Enter your password and press enter.



- This verifies your password and begins to download your e-mail into the "Inbox". Your Inbox is a folder that holds your mail. All of your folders are going to be to the left of the message viewing area. You will see the titles of your messages in the top right viewing area, and in the bottom right viewing area you will see the content of the message. Click on a message to view it. In the example on the following page the "Just testing" message is being viewed.

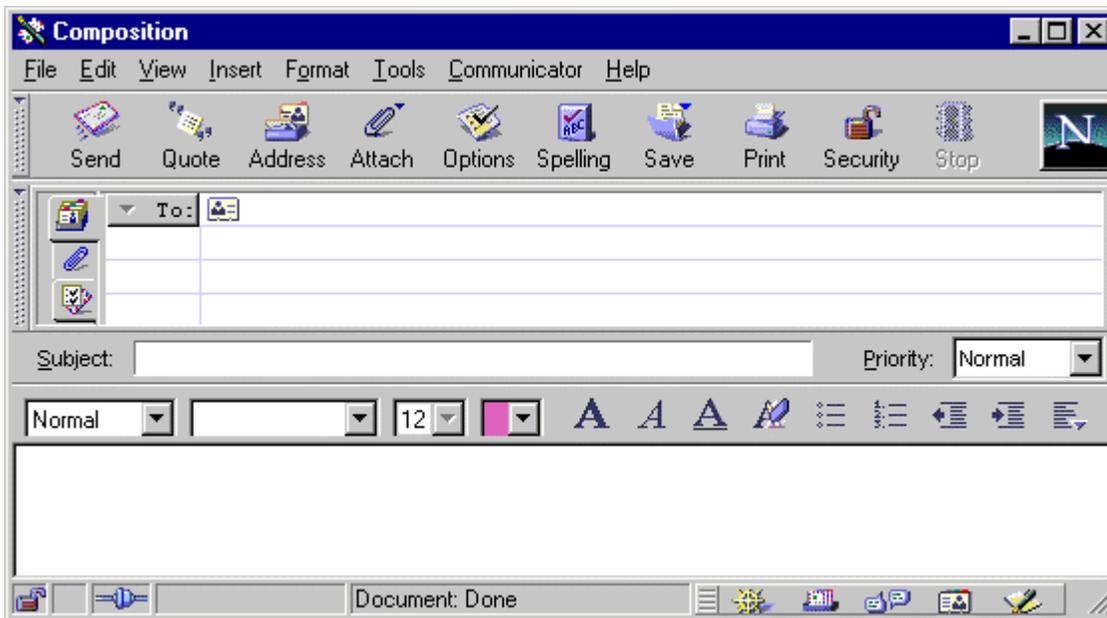


Sending Messages with Attachments

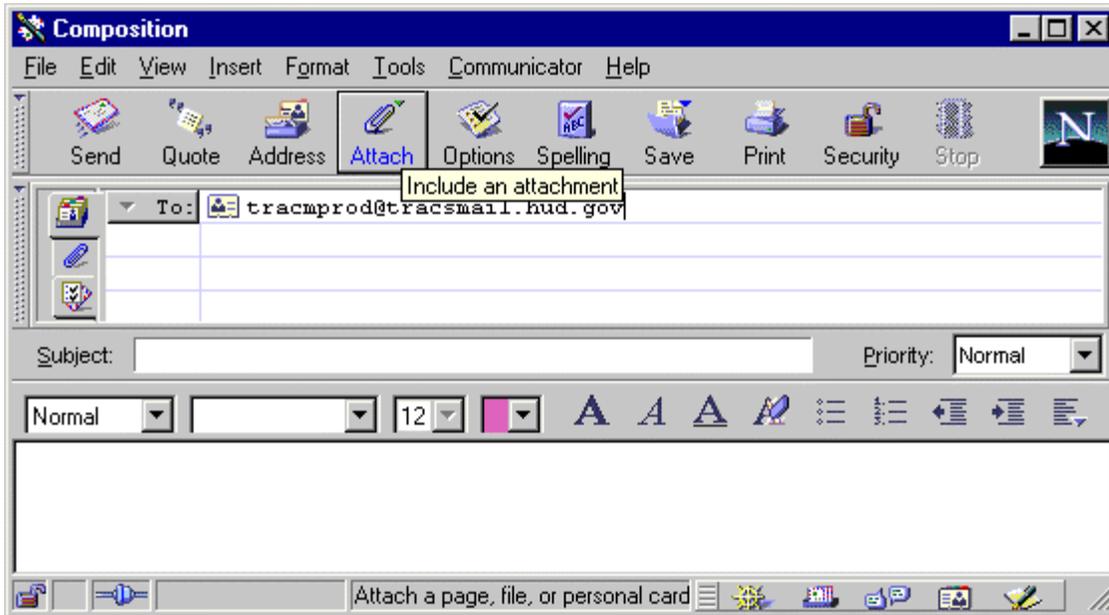
- To create a new message click on the New Msg Icon located next to the Get Msg Icon.



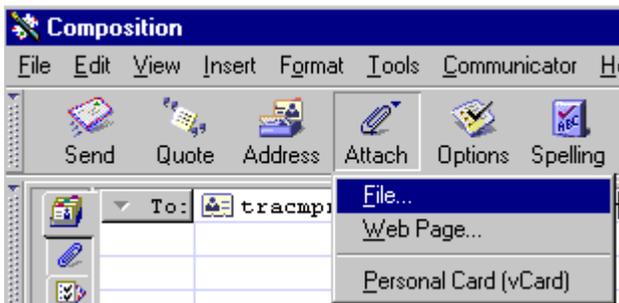
- A new window appears, it is an empty message window.



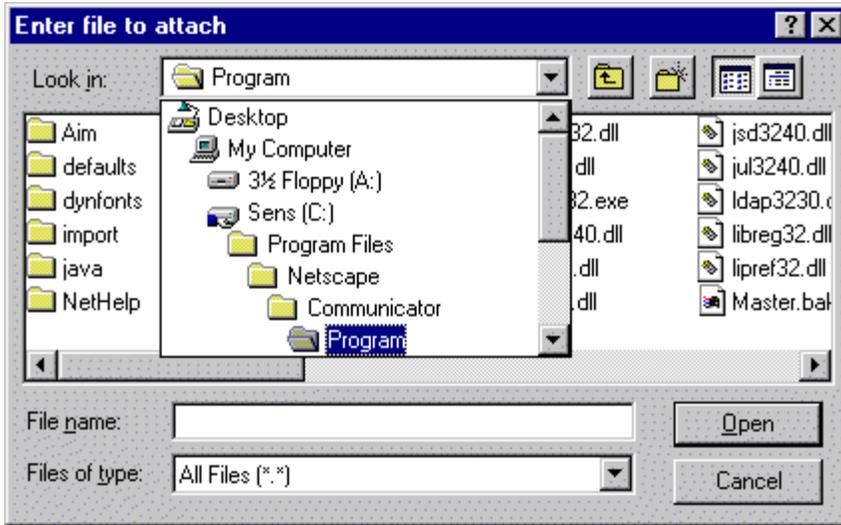
- ❑ Enter the following information:
 1. Type the e-mail address in the To: section
 2. Enter a Subject (not required)



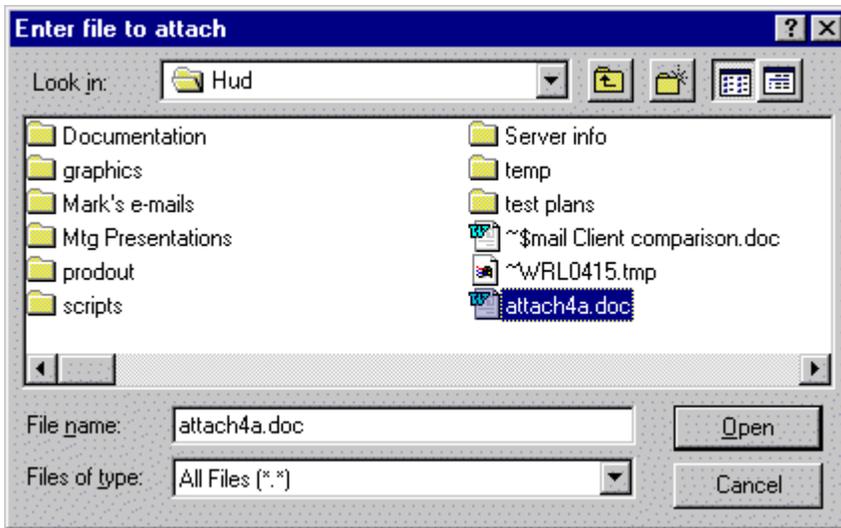
- ❑ The next step is to include your MAT file attachment. Click on the Attach Icon (looks like a paper clip) to do this.



- ❑ Clicking on the Attach Icon brings up a menu. Select file. A browse window appears to allow you to select a file to attach.



- To locate your file, click on the pull-down menu to locate the directory to which you saved your file. Once you find your file, click on it and its name will appear in the “File Name” text box. Then click “Open” to attach the file to your e-mail.



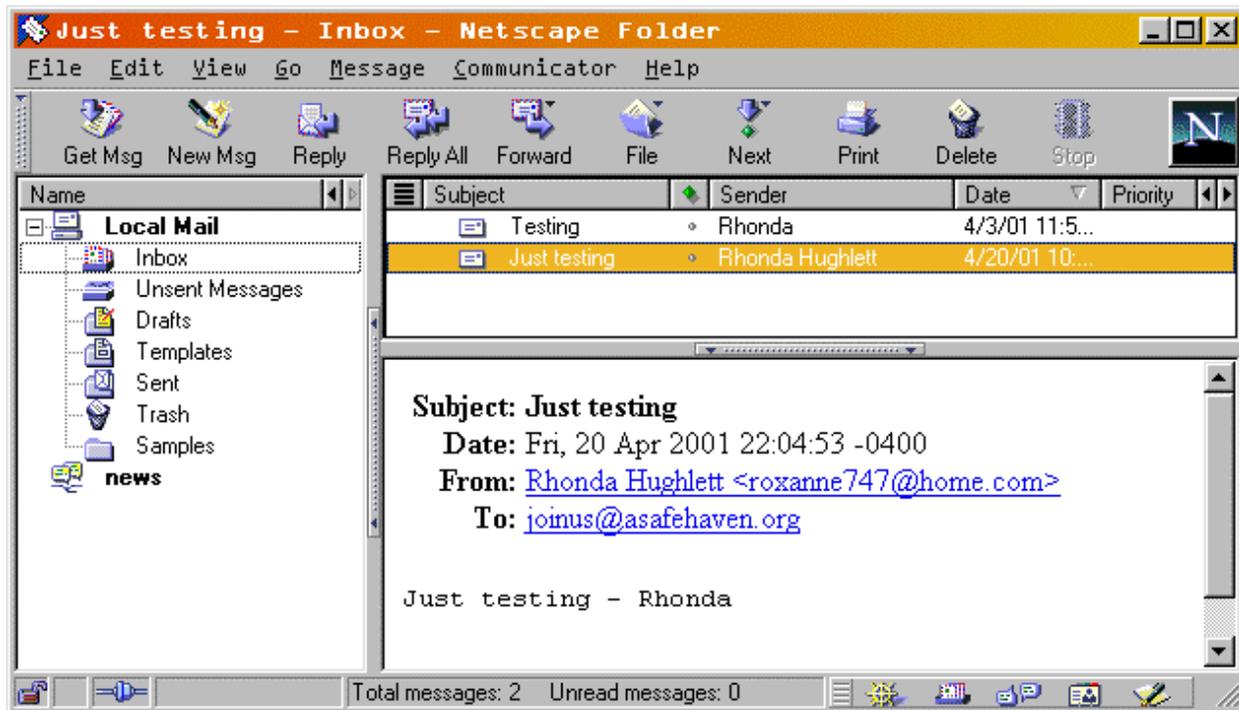
- Once you complete the file-attach process the attached file’s name appears in the e-mail window.



❑ Finally, click on the Send Icon to send your e-mail.



- ❑ When the message is finished sending the new e-mail window will close and you will be returned to the mailbox view. Your message is saved in your Sent Folder, which can be found on the left side of the mailbox window.



- ❑ Finally, to switch to Netscape Navigator to gain access to Delegated Administrator to administrate your account and change your password, click on the navigator icon in the status bar at the bottom of your Messenger window.



- ❑ Continue to the next Chapter to log into Delegated Administrator.

Chapter 7:

Delegated Administrator

Delegated Administrator allows the user to manage his own account. This means that the user can view his account, change his own password (as long as the current password is known), and update his contact information.

Delegated Administrator is a web-browser-enabled application, which means that you need a web-browser to access it even though you are not connected to the Internet.

A. Getting to Delegated Administrator

- In order to use Delegated Administrator you must do following:
 1. First, make sure you are connected to TRACSMail. If you are not already connected to TRACSMail through Dial-Up Networking you must do so as instructed in Chapter 5.
 2. Secondly, open your preferred web browser and type the following URL into the web site location bar: `http://tracsmail.hud.gov`
- You will now see a login prompt like the one below. Enter your TRACSMAIL ID and password and click LOGIN.



The screenshot shows a web browser window with the iPlanet Delegated Administrator login page. The page has a blue header with the iPlanet logo and the text "Delegated Administrator". Below the header, there are two input fields: "User ID" with the text "chris" and "Password" with asterisks "*****". At the bottom of the form, there are two buttons: "Login" and "Help".

NOTE: By default, your Delegated Administrator session will time out after thirty minutes of inactivity. A session begins when you successfully log into your Delegated Administrator Account.

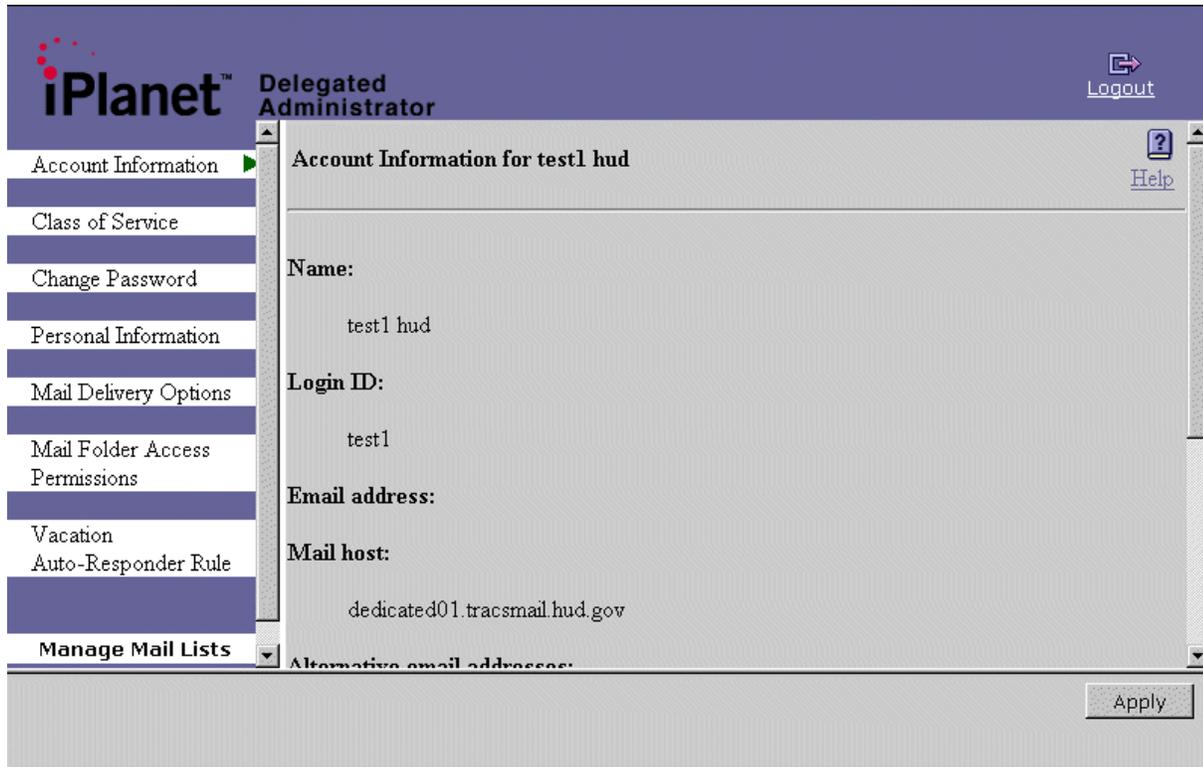
- ❑ If you entered an invalid TRACSMail User ID or incorrect password the Login window, you will get the following error and have to re-enter your account information.

Invalid Credentials

Click [here](#) to go back to the login page.

- ❑ Click on the underlined “here” to return to the previous window to re-enter your information.
- ❑ If you entered all of your information correctly and the password met the password requirements you will be logged into Delegated Administrator and viewing your account.

- ❑ Delegated Administrator displays the user Account Information screen once you successfully login. You cannot modify any items in the Account Information view. To go to the screen that allows you to change your password click the **Change Password** option listed in the menu on the left side of the screen.



NOTE: Depending on your video settings you may be able to view more or less information on your screen. It is always best to check for a scroll bar on the right side of the screen and scroll down if possible.

B. Changing your Password

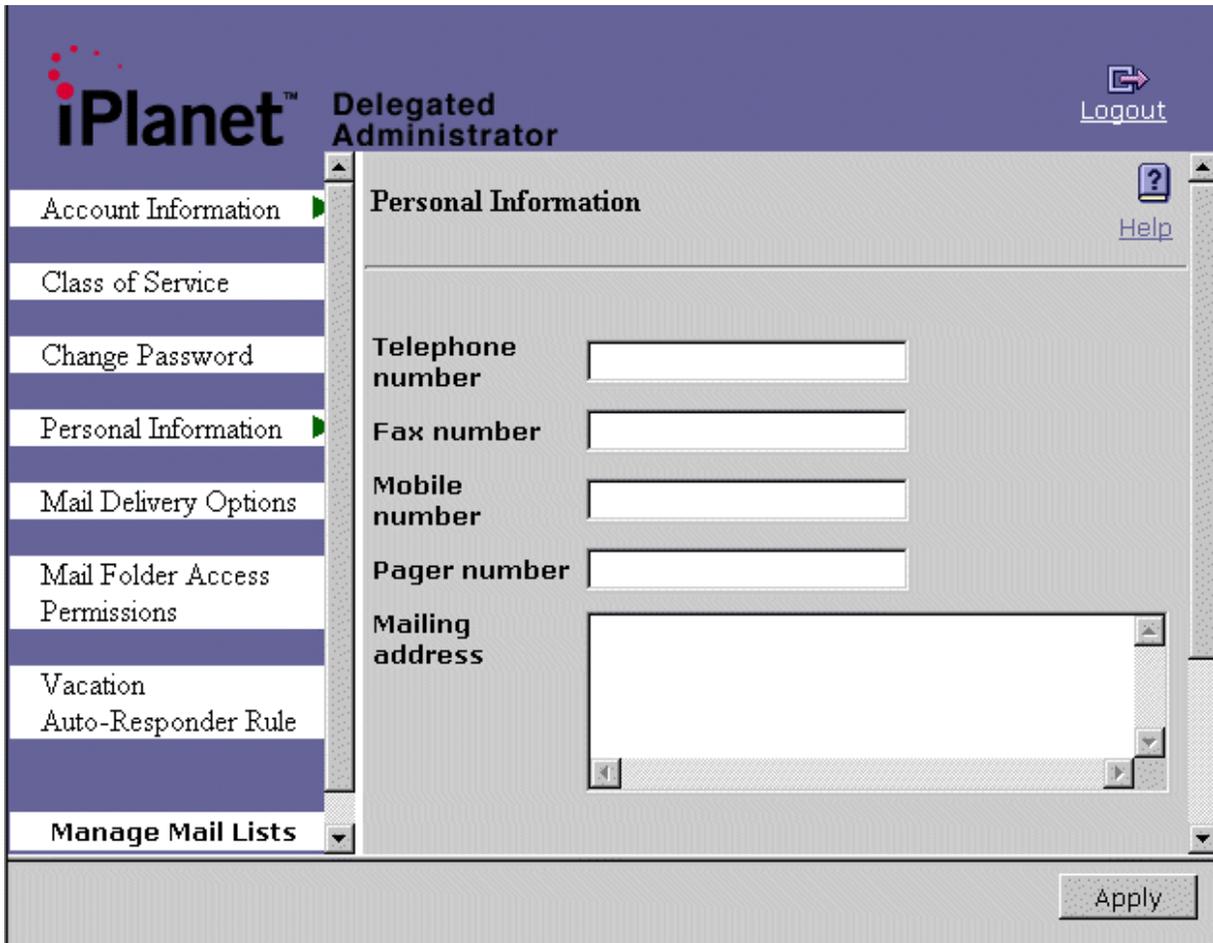
- ❑ You are now viewing the **Change Password** screen. You do not need to change your password, however, this information is being presented so that you can use this method to change your password in the future.
- ❑ Enter your current password then enter your new password two times. Your new password must be different each time, so do not reuse your passwords or the password change will fail.
 1. A password must be at least 6 characters in length.
 2. Do not use the same password twice, previous passwords are remembered.
 3. The password field is a case sensitive. Therefore, if your password is set to "PASSWORD" and you type in "password" when you attempt to login, an invalid credentials error message will appear.

The screenshot shows the iPlanet Delegated Administrator interface. On the left is a vertical menu with the following items: Account Information, Class of Service, Change Password, Personal Information, Mail Delivery Options, Mail Folder Access Permissions, Vacation Auto-Responder Rule, and Manage Mail Lists. The main content area is titled 'Change Password' and contains three text input fields: 'Current Password', 'New Password', and 'Retype New Password'. At the top right of the main area are 'Logout' and 'Help' links. At the bottom right is an 'Apply' button.

- ❑ When you are finished entering your password information click the **Apply or Save** button at the bottom right hand corner to update your password.
- ❑ Now click on the **Personal Information** option listed in the menu on the left side of the screen.

C. Modifying your Account

- ❑ The Personal Information screen will now appear.



- ❑ Update the fields in the Person Information screen as follows:

Input Field

What to enter

Telephone Number:	Telephone number of person within organization who is responsible for sending voucher and tenant files to TRACS. This field will only accept numbers, therefore do not use "-". Be sure to include extension if there is. Recommended format for entering area code, phone number and extension: 212 1234567 999.
Fax Number:	Fax number of organization. This field will only accept numbers, therefore do not use "-".
Organization	Name of organization assigned to this TRACSMail account
Manager	Full name of contact person responsible for managing and using the TRACSMail account for the organization.

Title	Title of the contact person listed under “Manager”
Mailing Address	Mailing address of organization
Contact E-mail Address	Email address of contact person
Organization Type	Select from drop-list the appropriate organization type that applies to your organization

When you are finished click **Apply** or **Save** to save your information.

- Now you can logout of Delegated Administrator by clicking on the **Logout** Icon located in the top right corner of this window. You have now completed a successful Delegated Administrator session.

Chapter 8:

Frequently Asked Questions

1. Password Reset and Invalid Credentials

When logging into Delegated Administrator for the first time, the end user is required to change the password. After changing the password and clicking "Login", the message "Invalid Credentials" appears. What should they do?

If the "Invalid Credentials" message appears after changing your password, your password may not meet the password requirements, therefore verify that the following are true:

- Your password is 6 or more characters long
- You have not used the password before. The TRACSMAIL system remembers the last two passwords used.
- Your password must pass uniqueness tests. This means that you have to change more than the number at the end of your password from a 1 to a 2. Your password cannot be your User ID, etc.

If your password passes all of the above tests, then the system may have still taken your new password. This can be tested by taking the following action:

- Return to the Delegated Administrator home page by typing **tracsmail.hud.gov** in the URL Locator bar of your web browser.
- Type in your TRACSMAIL user name and **THE NEW PASSWORD YOU ENTERED**. Click on the "Login" button to log into the TRACSMAIL system.

2. Password Reset Persists after changing your password.

The user has successfully reset the TRACSMAIL/DELEGATED ADMINISTRATOR password at the tracsmail.hud.gov page. After logging in, logging out, and then trying to log back in, the user is prompted by the "password reset" message. What should they do?

The user should NOT reset their password!!!

This problem is primarily due to a caching issue. When you browse the web, Web browsers try to "Optimize" your browsing by remembering where you have been. Then each time you return to a web page you do not have to "re-download" each web page, allowing for "faster" browser. This poses a problem, however, when you are interacting with a web-based application because the data the server is sending isn't always the same as what was previously sent even though it may have the same name. To resolve this issue, clear the local cache by doing the following (for Netscape):

- Select **Edit|Preferences** from the menu bar.
- In the Preferences window there is a menu on the left-hand side. Click on the "+" sign next to Advanced to expand the menu options.

- Under Advanced select Cache. The window on the right-hand side of the Preferences window should change, click on the button labeled “Clear Memory Cache”.
- Exit out of the Preferences window by clicking on the OK button near the bottom of the window.
- Last, click the “Back” button of your web browser, and retype in your TRACSMAIL user name and password.

3. Error Received: error result (53); LDAP server is unwilling to perform

When making changes to a TRACSMAIL user’s account, after the Apply or Save button is clicked, the following error is received: Status: Modify User Failed: netscape.ldap.LDAPException: error result (53); LDAP server is unwilling to perform: What does this mean, and what should be done?

The LDAP error indicates that there is either a problem with the data entered or there may be a problem in updating the database entry for that particular user account. This usually occurs in response to any of the following situations:

- If special characters are used. This system is sensitive to special characters such as periods, dashes, underscores, commas, semi-colons, etc. Whenever possible it is best to avoid using them. However, the period, @ sign, and underscore can be used for e-mail addresses.
- If the User ID you are trying to update is currently being used.
- Sometimes occurs for no apparent reason.

If you get this error when modifying a user account, some of the user’s data may have been successfully updated. Therefore, this error does not necessarily mean that the data was not retained, usually only the data that was questionable is not retained. For example, if you use dashes in the telephone number, and click update you will receive the LDAP (53) error, any data not containing a dash will mostly likely be updated unless another special character was used elsewhere.

4. Error Received: Account Does not Exist

You have successfully dialed into the server however, when trying to access your TRACM##### email account, you may get an error stating the account doesn’t exist. How is this fixed?

Call the TRACS Help Desk and ask them to check your account. The Mail option may not have been turned on for your account when it was created.

5. Error Received: The POP3 server couldn’t be reached

The TRACSMAIL application is not a POP3 email protocol. It uses the IMAP4 email protocol.

Therefore, if the error message states the POP3 server couldn’t be reached, then the user’s email configuration may be set to look for an email server using the Internet Messaging Application Protocol 4 (IMAP4). TRACSMAIL requires that the user’s email configuration be set to IMAP4. The first step in solving this issue is to first review the mail settings in the

user's configuration, making sure the configuration is set for IMAP4 as directed in the TRACSMail User Manual.

Another issue may be that the email client is not capable of communicating using the IMAP4 email protocol. Therefore, verify with your email software vendor to see if your email software is IMAP4 compliant.

6. Microsoft Outlook Error: The POP3 server cannot be found.

When using Microsoft Outlook to access TRACSMail, the following error occurs, "the POP3 server cannot be found." How is this resolved?

The TRACSMail system uses IMAP4 as the delivery mechanism for messaging. The earliest version of Outlook, Outlook 97, made no provision for IMAP-based email. For Outlook 97 users, the following options are available:

- Upgrade the Outlook 97 to Outlook 98 (if it is readily available) or later. Outlook 98 was available as a free download, until recently, so Outlook 97 users could upgrade their Microsoft email client. The Outlook 98 gives the user a pull-down menu to choose either IMAP or POP mail.
- Use Outlook Express 5, which is included with Windows 98. Outlook Express also includes a pull-down menu to choose between IMAP and POP.

Outlook 98 and Outlook Express 5 configuration procedures were outlined in Chapter 4 of this document.

7. Dial-in Attempts to TRACSMail Unsuccessful.

User is unable to successfully dial up to the TRACSMail system, what troubleshooting procedure can be followed?

- Confirm that a standard analog modem is being used, **in** their computer. Then verify that it is able to dial into another site by using a different dial-out profile and phone number, if available. If a successful dial-up occurs using a different profile, then there may be a misconfiguration of the TRACSMail dial-up profile. Redo the dial-up profile creation process covered in Chapter 2 to confirm that the TRACSMail Dialup profile settings are correct.
- Verify that the user is connected to an active telephone line. It may be necessary to attach a regular phone to the jack and have the user listen for a dial tone.
- If there is a dial tone then the telephone line may be damaged or "dirty". Have the user try a different telephone jack/connection. If the computer is near a fax machine and/or they share the same telephone line, this could be causing static on the line. It is recommended that the fax machine or the computer are moved apart and use different dialup lines if available.
- If the user does not have a modem and is attempting to use a network card to emulate a modem and dial out through a terminal server, it is most likely that this a configuration problem with the terminal server or the local workstation. If this is the case, the user needs to resolve this issue at their local facility to dial into the TRACSMail system.

It may also be possible that when terminal server assigns the PC's dial-up adapter with an Internet address, the internet address may conflict with the TRACSMail system because the TRACSMail system assigns an IP address to the PC's dial-up adapter when a user dials into the system. Therefore, if an IP address is already assigned to the interface, a conflict may occur.

8. Netscape Messenger crashes when opening an IMAP Inbox.

My Messenger always crashes on IMAP inbox, but only in one profile. The other profile can retrieve mail OK. How is this resolved?

When using the IMAP protocol the inbox is actually stored on the server. Therefore, you probably have a corrupt summary file. Rename the *.snm files in the ImapMail|Server name folder to *.old. For example, rename inbox.snm to inbox.old. Be careful not to remove the rules.dat file - this file contains your mail filters.

9. User is Dialed In to TRACSMail but no resources are available (MAIL and DA).

The TRACSMail user can dial up to the system, but can't access any resources such as Delegated Administrator. How is this resolved?

This problem is usually due to conflicting resources. Some computer configurations cannot handle keeping different IP addresses for different networking devices. To resolve this issue complete the following troubleshooting steps:

- First, confirm that the dial-up networking profile settings for TRACSMail match the ones shown in the TRACSMail User Manual.
- Next, confirm that the dial-up session is being established. A connection icon will be displayed in the tray at the bottom right corner of the screen in most Windows operating system Desktop screens.
- After the dial-up connection to the TRACSMail system is established, confirm that the PC's PPP adapter is getting an IP address. On a Windows 9x system, go to Start|Run and type **winiipcfg** in the window that appears. A GUI box will open, displaying a pull-down box and several line items with series of numbers in the form x.x.x.x (IP address). Make sure that the pull-down box displays the PPP adapter selection. Once this is selected, the series of numbers mentioned above should read something on the order of 192.168.x.x, where the x's are IP address numbers. If this is the case, then the PC has been assigned an IP address. If the numbers read 0.0.0.0, and review of the PC's network adapter configuration is required.

In the case of Windows 2000 and Windows NT, the command **ipconfig** is typed at the command prompt. Settings for both the PPP dial-up adapter and Local Area Network Interface will be displayed. If the PPP address is 0.0.0.0, then further investigation is required.

If the IP address entry for the dial-up adapter reads 0.0.0.0, then, although a dial-up connection is established, the "PPP handshake" isn't being executed. That means that dial-up router isn't binding an IP address to the PC's network configuration. Make sure

that the computer's network configuration is correct. From the desktop of the PC, right-click on the "Network Neighborhood" icon and select "Properties". This will show Network configuration tabs for the PC. Under the actual configuration tab, review the elements, and confirm that ONE AND ONLY ONE instance of "TCP/IP ->Dial-Up Adapter" is entered in the listing. If there is more than one, then one of them needs to be deleted. An entry can be deleted by highlighting the appropriate entry and clicking the "Remove" button, clicking "Apply", then "OK". Once this is taken care of, rebooting the system may be required. After the system comes back up, test the TRACSMail dial-up profile to confirm that the dial-up system is working.

10. Error Received: The server cannot be found or is unavailable.

This error does not necessarily mean that the server is down. While, it is the error that one would receive when the server is down, it is also the error that you would receive if you were trying to contact a server that doesn't exist, such as <http://www.tracsmail.hugd.gov/> instead of <http://tracsmail.hud.gov/>. Therefore, a simple typo could result in the error "the server cannot be found or is unavailable". Check your spelling and try again. If you are still unsuccessful, but dialed into the server, then the server is up. However, there may be a networking error. Try the troubleshooting methods in FAQ item 8 or disconnect and reconnect to TRACSMail to see if this resolves the issue before calling the TRACS Help Desk.

Glossary

- Bookmark** - A way for web browser users to mark a web page they want to return to later, in the same way you would put a bookmark in a book.
- Cache** - To store on a computer user's hard disk a local copy of a web page accessed via the Internet. The web browser compares the cached copy of the page to the original, and if there have been no changes, the browser and server programs will use the cached copy rather than reloading the page onto the client, saving processing and download time. Also refers to a web site's database generating static copies of frequently requested dynamic pages, reducing processing time.
- Client** - Computer hardware or software used by an end user on a computer network or the Internet to query a remote server. A web browser is an example of client software. Also called a local computer.
- Client-Server** - A computing network in which the functions are divided between clients (or personal computers or terminals), and servers that store, process, and transmit the information. A standard language is used to define client-server interaction.
- Client-Side Program** - A computer program that is downloaded from a server and executed or run using the end user's computer hardware. Java and JavaScript are examples of client-side programs.
- Cookie** - A unique string of letters and numbers that the web server stores in a file on your hard drive. This method is used by web designers to track visitors to a web site so the visitors do not have to enter the same information every time they go to a new page or revisit a site. For example, web designers use cookies to keep track of purchases a visitor wants to make while shopping through a web catalog. Cookies may work through a single visit to a web site, such as when tracking a shopping trip, or may be set to work through multiple sessions when a visitor returns to the site.
- Download** - To receive a copy of a file from another computer using a modem.
- Firewall** - Computer hardware and/or software that limits access to a computer over a network or from an outside source. Used to prevent computer hackers from getting into a company's computer systems.
- Graphical User Interface (GUI)** - A user interface that displays in graphic or pictorial format rather than in text only.
- Hyperlink** - A connection that is found in web pages and other electronic documents that, when clicked with a mouse, automatically opens a file or web page in your web browser. A hyperlink may be a word, icon, or graphic. When a hyperlink is text, it typically displays in a different color and may also be underlined. A text hyperlink that has already been visited is usually displayed in a third color.
- Hypertext Markup Language (HTML)** - A language used to create web pages and other documents that can contain text, graphics, and connections called hyperlinks.

Hypertext Transfer Protocol (HTTP) - The set of standards that allows computer users to access the Internet or the World Wide Web. HTTP:// is the command that tells the browser that the document found at this address is HTTP-compatible, and to display it in HTTP format.

Internet - The "information superhighway" that is made possible by standard transmission control protocols/Internet protocols (TCP/IP). Originally developed for the U.S. military in 1969, it grew to include educational and research institutions. With the advent of Netscape Navigator, the arcane commands formerly used to access the Internet became unnecessary. The Internet includes the World Wide Web, Usenet user groups, and newsgroups.

Internet Message Access Protocol Version 4 (IMAP4) - A network standard, supported by Netscape Messenger, that allows users to manage email messages and folders from multiple locations and systems. Users can choose to store their messages on their own local computer or client, or on a server.

Internet Service Provider (ISP) - A company or organization that lets users connect to the Internet by dialing into its computers using a modem. ISPs typically charge a fee and provide in return the dial-up telephone number, an email address, and some technical assistance (usually via email), but no online content. See also online service.

Intranet - A computer network that functions like the Internet using web browser software to access and process the information that employees need, but the information and web pages are located on computers within a company.

Lightweight Directory Access Protocol (LDAP) - An open standard for programs to store and retrieve names, addresses, email, phone numbers, and other information from an online directory. LDAP is used to build online directories on intranet networks, as well as Internet-based online directories. With LDAP support, Netscape Communicator users can search for and add corporate and Internet addresses to their Personal Address Book.

Local - Computer hardware used by an end user on a computer network or the Internet to query a remote server. See also client.

Modem - A modulator demodulator, or device that allows a computer to receive and transmit data over standard telephone lines. A modem takes digital data and converts it to analog data, and the modem at the other end takes the analog data and converts it back to digital. Most computers use modems to connect to the Internet and the World Wide Web.

Multipurpose Internet Mail Extension (MIME) - The Internet standard for sending mail messages that contain images, audio, word-processing documents, and programs. Netscape Messenger can send and receive MIME-type email.

Platform - A computer operating system such as Sun, Unix, Windows, or Macintosh.

- Plug-ins -** Small applications that add new functionality, multimedia, or audio-video capability to a program. For example, an audio plug-in lets Netscape Navigator users listen to audio files on a web page or in an email message.
- Server -** Computer hardware and software that is attached to a network and which automatically stores, processes, and transmits data or information that is generally accessed by many people using client programs. A standard language is used to define this client-server interaction.
- Standard Mail Transfer Protocol (SMTP) -** The standard mail protocol for sending email over intranets and the Internet.
- Upload -** To send a copy of a file from one computer to another using a modem.
- User Interface -** The part of a computer program that displays on the screen for the user to see. Also used to describe how humans interact with what they see on the computer screen. A good user interface makes it easy for users to do what they want to do. See also graphical user interface.

APPENDIX A: TRACSMail ID Request and Registration Form

TRACSMail Id Request and Registration Form

Complete and fax this form to the TRACS Hotline at 202-401-7984 or you may email it to tracshot@hud.gov. Please be thorough in answering all the questions, as this will help us to quickly process your request. We will send your TRACSMail ID and password to the fax number or email address you provide below.

Did you previously use SprintMail to transmit your voucher/tenant files to TRACS? Please check yes or no:

Yes _____
No _____

If you checked yes, please provide the SprintMail ID you used to transmit your files _____

Do you send your files to a contract administrator who transmits your files to TRACS? Please check yes or no:

Yes _____
No _____

If you checked yes, please provide the organization name of your contract administrator:

Are you a CA? Please check yes or no:

Yes _____
No _____

If you checked yes, you only need to complete Part I – Requestor Information.

PART I - Requester Information
(Enter ONLY if you are a CA or if you are requesting an ID on behalf of another user)

Requester Name: _____
Organization Name: _____
Telephone: _____ Fax: _____

Organization Address: _____ City: _____
State: _____ Zip: _____

Email Address: _____ Birthday (MM/DD): ____/____
(Used for password reset request)

Organization Type: ____ Owner; ____ Agent; ____ CA (CA Id _____); ____ Service Bureau;
____ Vendor

PART II - User Information

Name of User responsible for submitting files to TRACS: _____

Organization Name: _____

Telephone: _____ Fax: _____

Organization Address: _____ City: _____
State: _____ Zip: _____

Email Address: _____ Birthday (MM/DD): ____/____
(Used for password reset request)

Organization Type: ____ Owner; ____ Agent; ____ CA (CA Id _____); ____ Service Bureau;
____ Vendor

PART III - Site Information

Site Name to which the TRACSMail Id is assigned: _____

If site is a project:

Project Number: _____ Contract Numbers: _____

Site Manager Name: _____ Telephone: _____

PART IV - For HUD's Use Only

Help Desk Personnel: _____ Date: _____

APPENDIX B: TRACSMail Edits and Error Messages

TRACSMail Edits and Error Messages

Messages sent to the TRACMTEST and TRACMPROD mailboxes are evaluated and one of the following TMXXX Error messages is sent to the offending TRACSMail address whenever a message is rejected for any one of the following reasons:

1. **Error: TM001** - Email Rejected: Invalid Sender Address. Must be a valid TRACSMail User ID. Resend data using a valid TRACSMail address (example; TRACM99999) Data not transmitted to TRACS. *(Because we do not have a valid TRACSMail address to send the message to, these messages are written to an error log which is manually reviewed to determine who the offending user is and how we can notify the user of their error.)*

Invalid "From Address"

Any address that does not conform to the TRACSMail standard address format will not be processed. The standard TRACSMail address format is as follows:

The UserID must contain the characters TRACM followed by 5 numbers:

TRACM#####

It must be followed by the correct **domain address**:

TRACSMail.HUD.GOV

Resulting in a complete from address of TRACM#####@tracsmail.hud.gov

The domain address must be correctly entered into your email client as the Outgoing mail server (SMTP) server name and/or the Incoming Mail Server (IMAP).

2. **Error: TM002** - Email Rejected: Attachment(s) do not have SPRINT headers. Check email client settings, consult your software developer, or call the TRACS Hotline. Data not transmitted to TRACS.

File Name:

No Headers

This typically occurs due to one of the following reasons:

Attachment filenames do not have a ".txt " extension.

Files have not been attached correctly.

Files have been assigned the incorrect encoding for their file type.

3. **Error: TM003** - Email Rejected: Attachment(s) submitted with SPRINT headers (not processed by TRACSMail). Remove additional header information and resubmit attachments. Data was not transmitted to TRACS.

File Name:

Too Many Headers – Multiple Headers

Multiple Headers occur when previous headers from SprintMail or TRACSMail are not removed from the data prior to submitting to TRACSMail. No headers should be in the Data file prior to submitting it to TRACSMail. TRACSMail inserts one set of appropriate headers into your data attachments.

4. **Error: TM004** - Email Rejected: Invalid Content-type-encoding! (value). Must be 7bits or "quoted printable". Check email client settings, consult your software developer, or call the TRACS Hotline. Data not transmitted to TRACS.

Incorrect Encoding

All files submitted to TRACSMail and TRACS must be ASCII text files. The default encoding format for text files is 7-bit. However, all of the following encoding formats can be used for text files:

7-bit – The standard ASCII character set uses just 7 bits to define each character – hence the name 7-bit encoding.

8-bit – The extended ASCII character set uses 8 bits allowing for an additional 128 characters to be defined.

quoted-printable – MIME encoding.

Incorrect encoding formats are as follows:

Base64 – a method of encoding arbitrary binary data as ASCII text. Since data is already ASCII text it is not necessary to encode it with base64.

Uuencode – a method for converting files into 7-bit ASCII characters. Again, since data is already ASCII text it is not necessary to encode it with uuencode.

5. **Error: TM005** - Email Rejected: Email attachments do not have .TXT extensions. (file name(s) provided) Please resubmit attachments with proper extension. Data not transmitted to TRACS.

File Names:

Filename does not have a .txt extension:

Filename extensions in DOS and windows systems denote the type of application with which a file should be associated (i.e. Microsoft Word documents have a filename extension of ".doc"). The TRACSMail data files are ASCII text files. Therefore each TRACS data file should have the .txt extension to allow the Email client to properly choose the correct encoding for the file when attaching it to an email.

APPENDIX C: TRACSMail Tips and Hints

TIPS AND HINTS FOR TRACSMAIL USERS

TRACSMail has been available to the industry since 11/13/01 and we have learned many valuable lessons from monitoring the testing efforts of various users. What follows is a list of the most common user errors and tips on how to avoid or resolve them.

1. Do not send messages to TRACMTEST or TRACMPROD that do not have valid voucher or tenant MAT files attached. These two TRACSMail addresses are reserved exclusively for transmitting MAT files to TRACS. If you send a message without a file attached to either of these addresses you will not receive a response. If you should have any questions concerning TRACSMail you may send them to TRACMHELP@TRACSMAIL.HUD.GOV.
2. Some users are attaching files that do not consist of the required voucher or tenant data as test data to TRACMTEST. Since the TRACS system will only process voucher or tenant data, data in any other format will be discarded by TRACS. Please only submit MAT records when testing TRACSMail.
3. Do not include a TO/FROM header in your MAT files as was done by some software that created voucher and tenant files for SprintMail. TRACSMail will insert the TO/FROM headers in all text files attached to messages sent through TRACSMail. This means that Service Bureaus and CAs must remove the TO/FROM headers from any voucher or tenant MAT files they receive through TRACSMail from their clients before sending their data to TRACMPROD or TRACMTEST.
4. Many users have submitted voucher and tenant MAT files but have not received their responding messages. In many cases this is because the email address they set up in their email client profile is incorrect. Many users incorrectly specify their internet email address instead of their assigned tracsmail address in their email client profile. You must use only your TRACSMail email address when setting up your email client profile. This is illustrated in the TRACSMail User Guide in the instructions for setting your Netscape Profile and for Outlook Profile. If you enter anything other than your assigned TRACSMail address (tracm#####@tracsmail.hud.gov where tracm##### = your assigned ID).
5. It is **extremely important that all users update their personal account information in Delegated Administrator** which is covered in chapter 7 of the TRACSMail User Guide. The correct URL for the Delegated Administrator web site is <http://tracsmail.hud.gov>. The information you provide here helps us to accurately identify the owner of every TRACSMail account. At the very minimum you need to enter your telephone number, organization name, manager name, mailing address, contact email address, and select what type of organization you are.
6. We highly recommend that all new users of TRACSMail first test submitting files to TRACMTEST and verifying that the expected responses are received in your TRACSMail account in-box. It can take 24 to 48 hours to receive a response from TRACMTEST, so please be patient. After you have successfully tested and confirmed TRACSMail is operating smoothly for you then you can begin submitting your files to TRACMPROD.
7. Some users experience a successful dial-in, however, the error message that the server is down or unavailable is received. Since dial-in to the server was successful, the server is

available. Therefore, verify that the server name you specified in your profile is spelled correctly. For example, you will always receive the above error when trying to contact <http://tracmmail.hud.gov/> rather than <http://tracsmail.hud.gov/> because tracmmail.hud.gov does not exist.

8. E-mail can successfully be sent, however, the error message, “the user does not exist” occurs when attempting to retrieve mail. This problem primarily occurs due to a typographical error or a mis-configuration of the client profile. Since the user is able to successfully dial into the server and this is a one-account single sign-on system, the account exists. Verify that the profile has correct account names in both the Incoming and Outgoing mail server fields (see the section on Creating a Netscape Profile in the TRACSMail User Guide or check your software documentation if your email software has been provided by your TRACS software vendor). Another reason that this might occur is because the email services were not added to the account. If the profile is correct then call the TRACS Help Desk and ask them to verify that the account in question does have mail services enabled.

APPENDIX D: Troubleshooting Dial-up Networking

Troubleshooting Dial-Up Networking

Often users already have dial-up networking profiles set up that may cause problems when connecting to TRACSMAIL. In this section your PC's dial-up network settings will be reviewed for any potential problems.

The following steps outline the procedure for accessing and examining the dial-up networking settings. The examples shown are for Windows 98 Second Edition, and are similar for other Windows platforms. The first step is to access the PC's network settings by one of the two following steps:

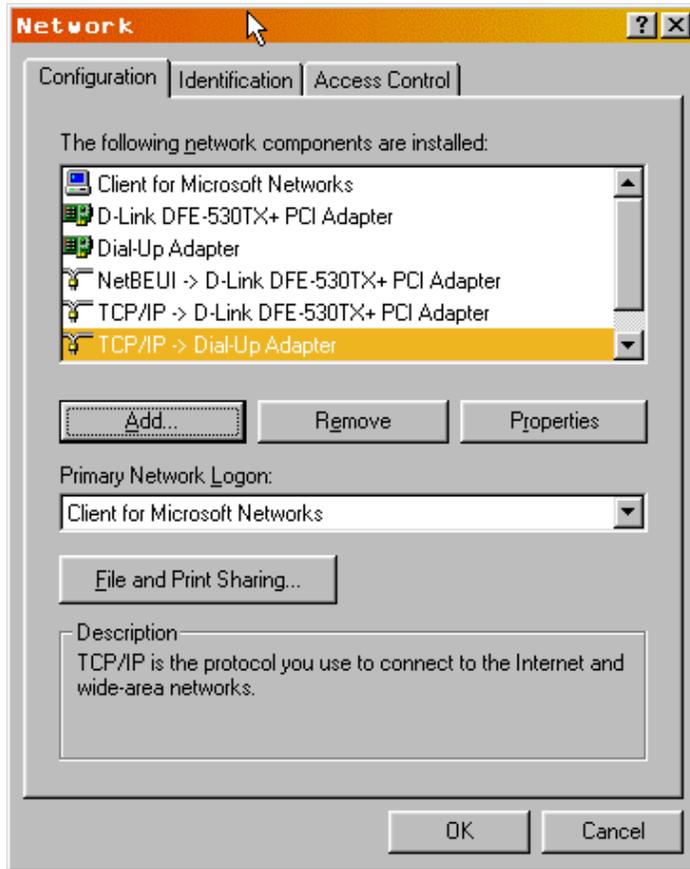
- ❑ On your Desktop, locate the Network Neighborhood icon, Right-click on the icon and select properties:



- ❑ **THE ALTERNATIVE** to the previous method is to click Start, then Settings, then Control Panel, and double-clicking the Network icon as shown below. Both methods will open the screen that follows on the next page.

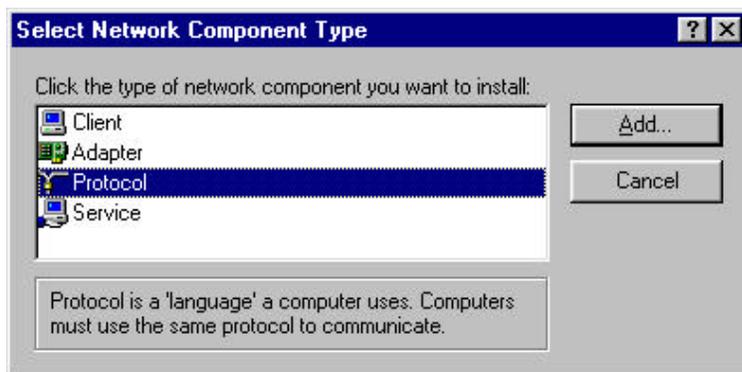


- ❑ Confirm that there is ONE and ONLY ONE “TCP/IP->Dial-UP Adapter” entry in the “The following network components are installed:” window. If there is more than one, then highlight one of the entries and click “Remove” to remove it. If there is no “TCP/IP->Dial-UP Adapter”, then one must be added.

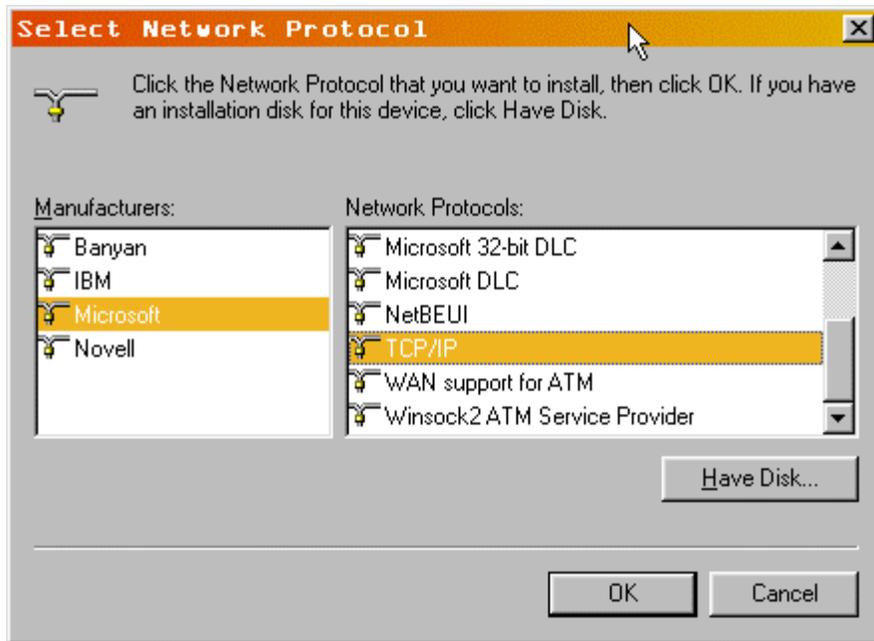


Adding a Dialup Adapter Protocol Entry

- ❑ To add the “TCP/IP->Dial-UP Adapter” if the user’s PC does not have one, click on the “Add” button shown in the diagram above. Then in the “Select Network Component Type” appears.



- ❑ Highlight the “Protocol” entry in the window and click “Add”.



- Highlight the Microsoft entry under the “Manufacturers:” window (on the Left side of the window).
- Then highlight TCP/IP under the “Network Protocols:” window (the right side of the popup window).
- Click the OK button to begin the process of adding the TCP/IP protocol for the dial-up adapter. When the process is finished, the Network window will still be open on the Desktop screen.
- Confirm that a single entry for “TCP/IP->Dial-UP Adapter” is in the “The following network components are installed:” window.
- Next, click the Close button to close the network window.

After the Network window closes, the operating system may prompt the user to allow the system to be restarted. Select “Yes” or “OK” to allow the system to restart.